

Quarter 3 Reporting



October – December 2022



A few words from Dawn Yates-Obé, Chief Executive of Bolton CVS...

Welcome to the Bolton CVS new look report! With the support of Bolton at Home, we worked with Maxmedia to re-energise our brand identity. Wanting to go beyond a refreshed image, we also co-designed our core purpose and values, which you can find on our website (which is also being redeveloped!) [here](#).

With ongoing investment and support from Bolton Council, we continue to deliver our core offer of support at the same time as evolving our offer in collaboration with our members, the wider VCSE sector and our partners. We strive for excellence, but know we don't always get everything right, so if you have any ideas about how Bolton CVS could better work alongside Bolton's VCSE sector and partners; we would love to hear from you!

Connectivity and celebration were in abundance this quarter; so too were the impacts of the winter pressures many anticipated. You'll see examples, throughout this report, of how Bolton's VCSE sector has continued to deliver life enhancing services and activities for our communities; and some of the ways Bolton CVS and cross-sector partners have supported that invaluable work. We have the greatest impact when we work together and, as always, collaboration has been key.

Quarters 1, 2 & 3 in Numbers

**Click here to
see how
Quarters 2 & 3
compare!**

- **£966,725 in grants and investments** made to **292 groups** and organisations
- **288 volunteering enquiries** managed, **162 individuals** received one to one support, **103 direct connections** made to volunteering opportunities
- Overall, **206** VCSE groups and organisations have been supported in a development capacity
- **75 eBulletins** delivered to **2,681 people** across the sector (weekly, TGI Friday and training programme)
- **44 training** sessions with **267 participants**
- **4 Voluntary and Community Sector Forums** held with **98** in attendance

Engagement

Quarter 3, 2022 – 2023



79,611
website hits

The most viewed pages this quarter are: Bolton CVS Homepage, Bolton's Fund, Job Vacancies, Training, and Bolton CVS Grants.



5,854
followers

This quarter, we have had **66** new followers, sent out **90** tweets, had **392** mentions and the Bolton CVS profile was visited **7,253** times.



2,683
followers

This quarter, we have had **72** new followers and **44** page likes. The Bolton CVS facebook page now has a total of **2,366** likes.



197
followers

This quarter, we relaunched our Instagram Page! Since our launch, we have received **63** new followers and reached **263** accounts.



The Find a Group function on the website has had **933 page views**, with **754 unique page views**. On average users are spending **33 seconds** on the page.

There have been **9 new organisations** included in the Find a Group listing function.

Engagement

Additional Information



13 weekly eBulletins have been sent out reaching **2,570** recipients.

6 TGI Friday e-shots and **3** training programme e-shots shared.

90 groups promoted in the weekly eBulletins.

9 consultations and surveys were promoted via eBulletins and social media, ensuring Bolton CVS provides a comprehensive response to local key consultations and giving a voice to people across Bolton's VCSE sector.

Bolton CVS has been mentioned **9** times in press releases during Quarter 3.

'I have to congratulate all at Bolton CVS. I have seen first-hand the work you do and continue to do – wonderful! I also like the new 'look', plans and aspirations for the future.'

– From Roselle Gorman, Knit & Natter Manor Gardens on the new branding, core purpose, and values, as well as the services we offer.

CLICK HERE

to read all about the events that took place in Quarter 3!



Bolton CVS supports the **Show The Salary** campaign.

Training

Quarter 3, 2022 – 2023



13

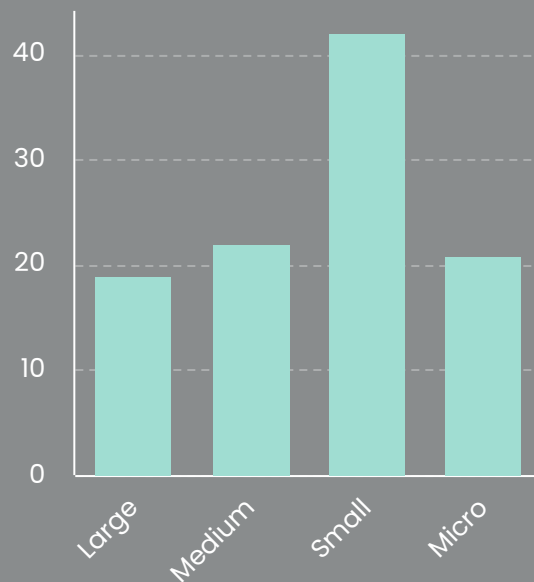
sessions

104

participants

13 training sessions with **104** participants from **56** different VCSE groups.

Size of groups accessing training



The **Bolton Digital Skills Programme** officially launched, delivered by Lightful in partnership with Bolton CVS. **Over 70** small and medium sized groups are participating in the programme.

The **Volunteer Passport** scheme provides potential volunteers with a suite of basic training sessions to ensure they are 'volunteer ready'. In this quarter, **50 people** were signposted to the training available.

'Better equipped to support on the projects I work on and a greater awareness of any sensitive areas of concern. Also whilst working on future volunteer development, I want to be informed in order to best support and know the requirements for volunteer learning and development. Thank you.'

Comment from a participant attending the Safeguarding Adults at Risk

'Helped me to assess our current position and propose suggestions for the way forward, to enable members to make informed decisions.'

Comment from a participant attending the How to Choose the Best Legal Structure for your Organisation

Volunteering

Quarter 3, 2022 - 2023

75

Volunteering enquiries

50

One to One Support

45

Direct connections made

35

Organisations supported

The second **Volunteer Development Network** meeting since the relaunch was held in November 2022. There were **15 participants** in attendance who were interested in learning more about volunteer development.

As well as this, Samim our Volunteer Development Officer delivered **4** sessions of the Benefits of Volunteering Workshop at Bolton College, engaging with **39** participants overall who were interested in learning more about volunteering.

Since re-introducing volunteers following the pandemic, we have continued to expand our team of volunteers to a total of 4! Our latest volunteer is helping to manage our membership process and has attended the relevant training to support the role.

"Thank you so much for presenting an overview of volunteering. Everyone was really positive about the session and I think it really helped remove some of the mystery and perceived challenges around volunteering.

- Octagon Theatre

'I am reaching out to firstly say thank you for all your help and support with promoting our volunteer tutor role with your network. We really appreciate the opportunity to connect with your members and it is great to see the level of interest and response we have received so far. Thanks for all your help - we really appreciate it!'

- Mary, the [accessproject.org.uk](https://www.accessproject.org.uk)

Funding

Quarter 3, 2022 – 2023

10

Funding programmes open

202

Grants approved

£358,923

Total amount awarded

23

Groups supported

No funding returned this quarter

The **£358,923** of grants awarded during the quarter were from the following funds

Bolton's Fund	£340,210
Bolton at Home	£10,880
Bolton Community Homes	£5,853
Big Local	£1,980

£198,421 grant funding secured by Bolton VCSE groups from external funders, including sponsors.

42 external funders promoted in weekly eBulletin and **88** funding opportunities promoted across Greater Manchester.

Alongside one on one support offered to groups, 3 bespoke sessions were delivered to support groups with their funding applications: **Meet the Funder Event with the Wildlife Trust, Hate Crime Awareness Grants Launch, and tips on writing better funding applications.**

'It has been wonderful that Liz McNabb is able to visit our meetings a few times a year, providing us with an opportunity to demonstrate the way we work, and generally to keep in touch, in-person. We feel we have a great relationship with Liz and we're grateful for her support.'

- Beth, Bolton Unity Alliance

'Hi Zahid, Thank you so much for the guidance for this bid, really grateful and excited to start on this project.'

- Ginny, Headspace Bolton C.I.C.

Bolton's Fund

Quarter 3, 2022 – 2023

In Quarter 3, Bolton's Fund made up £340,210 of the total amount awarded through grants administered by Bolton CVS.

Of that, £322,882.29 was invested by Bolton Council.

For Round 35 (Festive Fund), the investors were:

Ambition for Ageing
Bolton at Home CI contribution
Sir James and Lady Scott Trust
MBDA Underspend
Unity 5

These organisations collectively contributed a total of £17,327.71 to the Festive Fund.

The following rounds of Bolton's Fund were administered in Q3:

- Bolton's Fund Round 22 – Small Grants – All Themes
- Bolton's Fund Round 30 – Building Aspirations and Sharing Skills
- Bolton's Fund Round 33 – Household Support Fund
- Bolton's Fund Round 34 – Winter HAF
- Bolton's Fund Round 35 – Festive Fund
- Bolton's Fund Round 36 – Positive Activities for Bolton

The summary reports for Bolton's Fund awards can be found [here](#).

Bolton CVS also administered the following grants:

Tonge with the Haulgh – Big Local Grants
Bolton at Home Community Investments
Bolton Community Homes Community Investment Grants
Greater Manchester Violence Reduction Unit: Community Led Approaches – Bolton Year 2

Social Prescribing

Quarter 3, 2022 – 2023

57

Total referrals

2

Groups
visited

64

Events and
sessions held

I am a Social Prescribing Link Worker with the Community Therapy Team in Bolton. I received a referral for Stan (Name changed to protect patient identity) from one of the community physiotherapists. He was referred to community therapy after his daughter had raised concerns about a decline in his mood/confidence/mobility/appetite and personal care. The physio reported that when she met him his mood was low and he was tearful at times. He has no family living close by although he does receive some support from neighbours.

I chatted to Stan who realises that he has been neglecting himself. His weight loss was worrying him so I gave him a couple of ideas I had picked up from a session delivered by the Age UK Nutrition and Hydration Team. I said that I would source some more nutritional information for him. I then contacted the Age UK Nutrition and Hydration Team manager and asked for some information to be posted out to Stan.

In a follow up consultation a few weeks later, Stan confirmed that he received the pack from Age UK. He has read the nutritional information, which made him realise that he hadn't been eating enough. He has since gained a couple of kilos and says that he is enjoying the meals, which is very positive news.

"This is a shining example of how agencies can work together to produce good results and have a real life impact on someone's life"

- Siobhan McKenna, GM Nutrition and Hydration Manager (Bolton)

Income

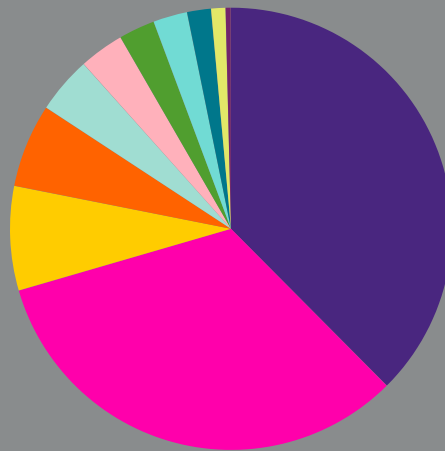
Quarter 3, 2022 – 2023

Our income this year is generated via the following streams:

- The Hub – Tenants & Room Hire
- Defined projects e.g. Social Prescribing Link Worker (Royal Bolton Hospital FT) and Peer Navigator Programme (Bolton at Home)
- Funding Grants Programmes e.g. Bolton's Fund (Bolton Council) and Violence Reduction Unit (GMCA)
- Infrastructure Grants – Bolton Council

Below you can find the total income by Funder to Q3

Income Analysis By Funder



■ Bolton Council BF Grants (37.55%)	■ GMCA VRU (32.95%)
■ Bolton Council (7.63%)	■ The Hub/Trading/Interest (6.11%)
■ Bolton at Home (4.15%)	■ Bolton GP Federation (3.27%)
■ GMCVO LAP (2.64%)	■ Royal Bolton Hospital FT (2.5%)
■ Misc Small Grants/Income (1.76%)	■ Bolton & South Lancs Rail (1.05%)
■ Good Things Foundation (0.39%)	

Total Income for Q3: £2,018,454.33

Project Delivery

Quarter 3, 2022 – 2023

8

Groups engaged with

Bolton GP Federation project around health inequalities – setting up pop-up clinics in community settings

13

Volunteers engaged with

Civil Contingencies planning – working with partners at Bolton Council and GM Resilience Unit.

16

Groups engaged with

GM Integrated Care Partnership Big Conversation – to help shape next 5 Year Plan

7

Groups engaged with

Art of the Possible project – partnership with Public Health and Bolton at Home to capture the impact, of Covid

Bolton CVS also had a presence at Bolton Council Comms Cell, the Health Protection Network, the Winter Vaccination Group, the Homes for Ukraine Strategic Group, the VCSEP Monthly Network, the New Migrants Multiagency meeting and the ESOL Providers Group.

Diana, our Refugee and Asylum Seeker Project Officer, engaged with key partners at Bolton Council and made connections with around 40 Ukrainians and their sponsors (so far). She held very successful events at Bolton Octagon, organised an outing to BWFC, facilitated an increasing number of volunteering opportunities for Ukrainians working with Samim and is currently planning an event with Wave Adventure.

'I just wanted to drop you a quick note to say thank you for lending Diana for the Ukrainian cycle project this week.

She was enormously helpful to me personally and took up the reins with competence and confidence. The feedback I've had about her style and effectiveness on the day has been fantastic, flawless in fact.'

- Nicola M. King, thiNKnow Ltd.

Development

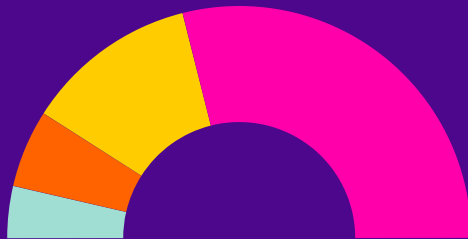
Quarter 3, 2022 – 2023



83

groups were provided with support in this quarter

Size of organisations supported



Large (7.23%) Medium (10.84%)
Small (24.1%) Micro (57.83%)

Type of support given:

Direct Board and CEO support around governance, safeguarding, policies, registering as a charity, reporting requirements

Supporting potential community asset transfers

Support to apply for funding

Setting up bank accounts

Networking and publicity

General support around governance, policies, DBS checks, training, measuring impact and volunteer development

Setting up a group, CIC or CIO

"Firstly – Rob. What a gem he is Elaine. You, and we, are so lucky to have him. I know when I issue one of my Community Newsletters the first person to be on congratulating, encouraging and appreciating us is going to be Rob. His advice and support has been immense – especially through the harrowing times of Covid lockdown. Look after him – he is invaluable!"

– John Bullen, Over-Hulton Community Group

**ABCs of Writing
a Business Plan**

**Measuring
Your Impact**

Click on the images above to see video clips of some of the wonderful feedback our Social Value, Quality and Impact Senior Officer, Adrian Nottingham, received for some of his development training!

Membership

In total, there are **614** Bolton CVS Members, from that 541 are full members, 68 are associate members and **0** members have disbanded.

This quarter, we had **5 new members** awaiting approval, these groups are; **Fresh Hope Housing CIC, Forest Frontiers CIC, Talkin Tables, Blackrod Community Group, and AspireHer Consultancy CIC.**

Social Value



3 organisations are being given support in undertaking a 'Healthcheck' and working towards the **Bolton Mark**.

3 groups have successfully acquired the Bolton Mark this quarter:

Bolton Dementia Support Group
Bolton Carers Support
Talk Changes CIO

Robertson North West Conversation – an update

Following the brokered conversation in Q2 with Robertson Construction company and 10 Bolton VCSE groups, Bolton Community Kitchen was chosen as the recipient of a social value pledge made during the tender process for the new build Jubilee Centre.

As a result, in just in a very short few weeks, plans were drawn up, agreed and Bolton Community Kitchen's Avenue Street base was the better for it. In the words of Bolton Community Kitchen;



"On a bright note we had some really good news about our allotment. We got a grant from Robertsons the builders and they sent their 3 wise men to help us. The only thing was we didn't pick a good day to get things done, it didn't stop raining, but the lads cracked on!

We now have a quiet place to sit in summer and plan for the week ahead. Massive thanks for all the work and the laughter you put a smile on our faces on such a bad day."

Fresh Futures

We supported the Fresh Futures conversation on 11th October by hosting an event in The Bolton Hub that brought together a number of VCSE groups to pitch for a significant community asset refurbishment type project, scheduled for the new year. Fresh Futures have developed a framework for construction companies involved in Bolton building projects funded by public money. The framework brings together the various social value pledges made by individual companies and thereby facilitates a coordinated approach with a larger pooling of resources for maximum social impact. By linking known community groups into this framework we are supporting the targeted application of resources to ensure the greatest benefit at the point and place that it is most needed.

The winning pitch will be announced in January 2023.

Single Outcomes Framework working group facilitated by Cordis Bright

We continued to play an active part in the 'Single Outcomes Framework' working group facilitated by Cordis Bright - Cordis Bright provides consultancy, advice and research aimed at improving public services. This working group has representatives from all sectors and its role is to agree a single framework for measuring wellbeing that could be adopted across multiple organisational types and which would bring a degree of uniformity to what is being measured and reported. We have been a strong voice for the sector on this steering group. Next steps will be explored in the new year.

Accessibility

Quarter 3, 2022 – 2023

Bolton CVS and The Bolton Hub continues to be a centre for community activity and action in Bolton.

We are committed to ensuring accessibility of our services both within The Bolton Hub and within the community.

Rent a Desk

The Bolton Hub is offering desk space and a great range of services available to hire on a daily basis. Printing, copying and mail box facilities are available at an additional charge.

- Building access Monday to Friday from 8.30 am – 5.00 pm
- High speed Wifi
- Use of kitchen
- Free tea and coffee
- Fully accessible building
- Discounted rate for meeting room hire

Email our team at hub@boltoncv.org.uk if you are looking to rent a flexible desk space, we will be happy to provide more details.

31 free room hires provided to Beacon Counselling Service, Proper Good, Bolton GP Federation and Bright Direction.

"I just wanted to say thank you and feedback that the service we received yesterday when holding a meeting in the large meeting room at The Bolton Hub was excellent.

Many thanks for hosting our meeting in a such a professional way which took the hassle out of meeting prep.'

- Louise Mcdade, Bolton Together



'When running our training course at The Bolton Hub we utilised the audio visual equipment to enable us to offer a hybrid workshop for parents and carers. These are sessions that we usually run face-to-face. We were able to host 10 attendees in person at The Bolton Hub, and a further 8 attendees joined on Zoom. We also had one of our volunteers join via Zoom to check how the session ran. Interestingly the 8 Zoom attendees were all new to us, so it seems that the new offer has extended our audience.'

- Nan Cooper, Bolton Parent Carers

Influential Voice & Collaboration

Quarter 3, 2022 – 2023

Extinction Rebellion Bolton, in conjunction with other local groups such as the Green Party and Friends of the Earth ran an event titled “Bolton Climate Event.” Also contributing to the event was the Leader of Bolton Council and the Bishop of Bolton. The event took place on a Saturday afternoon and we attended and contributed fully to the afternoon. The event highlighted the current state of the climate crisis and began to explore next steps to combat the worse effects of global warming. The organisers agreed to host further conversations in the future.

Bolton CVS is fully committed to playing its part in reducing its carbon footprint, and will continue to support the sector to engage in this critical endeavour.

The Greater Manchester Combined Authority Violence Reduction Unit has further invested in the Community-led programmes across Greater Manchester (GM).

Bolton CVS administers grants across GM to support alliances made up of local VCSE organisations who ensure holistic provision is targeted at individuals, families, schools and communities of highest need.

Click on the image to the right to see the impact of GM's Violence Reduction Unit.



Partnerships

Partnership and collaborative working is very important to us at Bolton CVS, as such members of our team continue to participate in **96** strategic Boards and Partnerships across Bolton and Greater Manchester. In addition to our regular attendance at these, in quarter 3 Bolton CVS also participated in a number of partnership workshops and events:

- Family Hubs Vision Workshop
- Non-Medical Bolton Locality System Conference
- 'Neighbourhoods: What Next', Integrated Partnership Development Session
- Bolton System Leadership Workshop
- GM Integrated Care System's 'Coproducton Workshop for GM VCFSE Sector Engagement Model'
- 10GM Strategy Day
- NHS Greater Manchester Integrated Care - Big Conversation with our local Bolton partners

Case Studies

Quarter 3, 2022 – 2023



Case Study: New Volunteer Arwah

My name is Arwah Kashif and I am a volunteer at Bolton CVS. I expressed an interest in volunteering as I really wanted to utilise my time doing something productive.

To our surprise and delight, Arwah became a volunteer at Bolton CVS! [Read more about how the perfect match was made!](#)

Case Study: Benefit Mankind

In June 2022, Benefit Mankind were awarded a £10,000 grant as part of the Bolton's Fund Round 28 – Household Support Fund round.

Benefit Mankind are an aid relief organisation. They are based in Blackburn but support projects and people all over the world. They aim to improve lives, alleviate poverty, transform and empower local communities whilst championing humanity, impartiality, neutrality and independence.

[Read about what they did with their grant.](#)



Case Study: Unity Alliance Project

Bolton Unity Alliance Project are a partnership project of VCSE partners from across Bolton. The partnership is led by Bolton Wanderers in the Community. The other partnership members are Bolton Interfaith Council, Bolton Solidarity Community Association, Christian Cohesion, Bolton Council of Mosques and Bolton Hindu Forum. The partnerships were awarded £200,000 in April 2020 as part of Bolton's Fund Round 2 – Strong and Cohesive Communities.

[Read about how they utilised their grant.](#)

Success Stories

Quarter 3, 2022 – 2023

Success Story: Working Together with Asian Parents Support Group

The Asian Parents Support Group wanted to apply to the Festive Fund to take their group out for a meal at Christmas time. This is important as the parents all have children with disabilities and need some time to re-charge their batteries and connect with others. It is good for their mental wellbeing. The online grant application process posed a difficulty because the group does not possess a laptop or computer on which to write the application. The group contacted Rob, Grassroots Development Officer for support. [Read about what happened next.](#)

Success Story: Targeted Social Value hits the bullseye!

Adrian Nottingham, Social Value, Quality and Impact Senior Officer, worked with Robertson to identify the local community groups who might be able to maximise and multiply this offer for the greatest community benefit. Recognising that this type of cross-sector working needs conversations brokered by an independent agent with close ties and connections; and with a thorough and widespread knowledge of the VCSE sector, Bolton CVS seemed ideally placed to fulfil this strategic role. [Read about what happened next.](#)



Success Story: Elevate Bolton

When Nazmin Ahmed looked around her community, she noticed how many people were struggling on their own, especially after the effects of Covid. She wanted to make a difference and got in touch with Bolton CVS to see how we could help develop her idea to start a weekly group based around food and friendship.

[Read about what happened next.](#)

Next steps, looking forward to Quarter 4, 2022 – 2023

1 Have a new, refreshed looking website and database system

2 Continue to evolve our brand and improve on the services we offer, by breaking our e-Bulletin into three categories

3 Engagement session with VCSE sector organisations to establish training needs

4 Full review of Stronger Together training programme

5 Appointment of VCSE Development Officer

6 Further develop support for Community Asset Transfers

7 Start to create a library of resources in a variety of formats for use by the Development Team