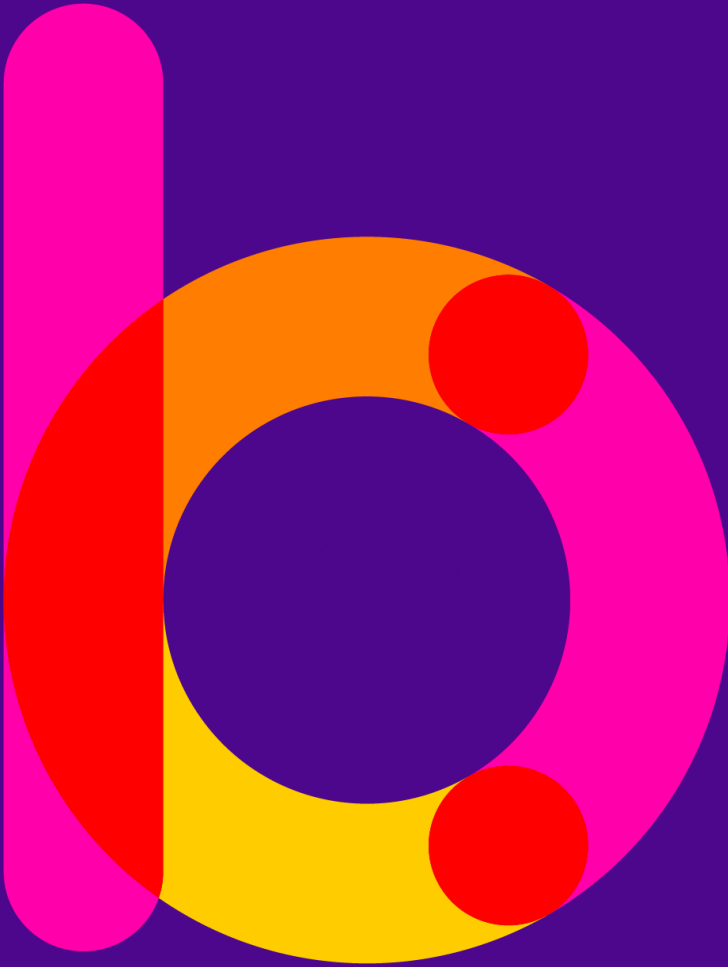


Annual Impact Report



2023/2024



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

Welcome to the Bolton CVS Annual Impact Report for 2023/2024. This year has been a testament to the resilience, dedication and collaborative spirit of our community. As we reflect, we are proud to share highlights of our work to support and enable our local voluntary, community, and social enterprise (VCSE) sector. More importantly, we aim to showcase some of the incredible work happening every day across our communities. To all those who make up our vibrant VCSE sector, we applaud you!

Our core purpose is to work alongside Bolton's VCSE sector, supporting them to do what they exist to do, as well as they possibly can. The 1,672 voluntary, community and social enterprise organisations and groups in Bolton work tirelessly to foster thriving, inclusive and connected communities. Our VCSE sector is intrinsically woven into the fabric of Bolton, and we at Bolton CVS feel privileged to support them in delivering their life-enhancing work. We have seen first-hand the power of community action and the difference it makes in creating a more equitable and supportive place for all.

Throughout the year we have evolved our offer, providing essential resources, training and advocacy to ensure that our sector can continue to make a positive impact. This report highlights the key achievements, challenges, and stories of inspiration that have defined our journey.

We extend our heartfelt gratitude to our members, partners, volunteers, and supporters who have worked alongside us. Together, we are building a stronger, more vibrant Bolton.

Thank you for being a part of this journey. We look forward to continuing our work together in the years ahead!

2023/2024 in numbers

[Click here to see how we have evolved](#)

- **£1,969,307 in grants and investments** made to **382 groups** and organisations
- **438 volunteering enquiries** managed, **310 individuals** received one to one support, **186 direct connections** made to volunteering opportunities
- **293 VCSE groups and organisations supported** in a development capacity
- **93 eBulletins** delivered to **2,589 people** across the sector (weekly, TGI Friday, Funding Bulletin, Proper Good and Stronger Together Training Programme)
- **52 training** sessions with **448 participants**

Engagement In Numbers



252,343

website hits



5,996

followers

This year, we have had **147** new followers, sent out **155** posts, gained over **30,283** impressions and the Bolton CVS profile was visited **8,946** times.



3,003

followers

This year, we have had **245** new followers and **175** page likes. The Bolton CVS Facebook page now has a total of **2,594** likes.



93

mailings



522

followers

Engagement Highlights

Website and CiviCRM

At the beginning of the 2023/2024 financial year, we worked with Portfolio and Northbridge Digital to launch our brand new website and CiviCRM database system! We're continuing to work with them both to update our systems, in order to make them as accessible as possible.

Portfolio did much of this development work at a reduced cost for the benefit of Bolton's Voluntary, Community, and Social Enterprise sector. Their contribution of social value throughout the website creation process and their continued development support in the subsequent months will have an incredible impact on the improved accessibility of our services and the support we offer.

Log In

bolton
cvs

Search

Menu



[Home](#)

[About](#)

[Services](#)

[Membership](#)

[Funding](#)

[Support](#)

[News](#)

Staff Development at VASLan

As part of our continued relationship with sister organisation Voluntary Action South Lanarkshire, our Communications and Impact Development Team took a trip up to Scotland to participate in a skills exchange programme.

The team spent two days in South Lanarkshire and learned valuable skills around video production, CRM management and more!



[Click here to watch the video!](#)

Engagement Events

Volunteers Week (1-7 June)

As part of Volunteers' Week, we brought together Volunteers and Volunteer Managers from across Bolton's vibrant VCSE sector to celebrate their achievements over the last year. The stories shared gave insight into some of their inspiring experiences. Some of their stories were captured on video, which you can [watch here](#).



Bolton's Big Help Out

To celebrate the Coronation of King Charles III, Bolton Council and Bolton CVS worked in partnership to bring together organisations from the incredible VCSE sector for the chance to network, recruit volunteers, promote their work and services, fundraise and marvel in some springtime community spirit! It was a lively, fun and interactive event, and we had an absolute blast celebrating with the sector.



Bolton CVS Annual General Meeting and VCSE Assembly

In October, we hosted our Annual General Meeting alongside the much anticipated debut of our very first VCSE Assembly; a vital part of our Bolton CVS Membership Offer. We also discussed our 'Voice and Influence' model and explored ways to further collaborate within the VCSE Sector.

The event was a resounding success, with two new trustees being nominated and voted onto our Board of Trustees. It was a pleasure to host such rich and fulfilling conversations around Bolton CVS and what can be expected in the future.



Engagement Events

Local Charities Day

Each December, we take the opportunity to celebrate Bolton's incredible Voluntary and Community sector by hosting an event in which we hear some of the fantastic ways different community groups have helped the people of Bolton. It's also a chance to kick back, relax, and socialise with each other, reflect on what we have achieved throughout the year, and look forward, with the hope of further successes on the horizon.

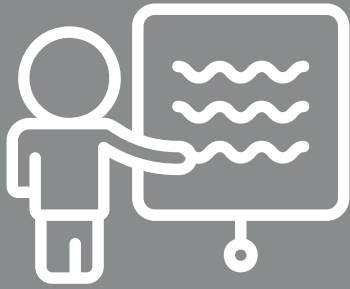
This year, we heard from Transforming Lives Group, Krimz Girls Group, Little Bats Learning, Sapphire Partnership, Bolton Dementia Support Group and Bolton Carers Support Group, with the wonderful Dave Bagley from Urban Outreach hosting the event!

Celebrating 5 years of the Peer Navigator Programme

A special celebration was held in February 2024 to mark just over five years of Bolton at Home's ground-breaking Peer Navigator programme. The programme sees local residents, funded by Bolton at Home and employed by Bolton CVS, raise issues and organise activities on behalf of their neighbours. The programme was set up in 2018 and has given more than 35 people the opportunity to become 'trusted beacons of support in their communities.' [Read more.](#)



Training In Numbers



52

training sessions



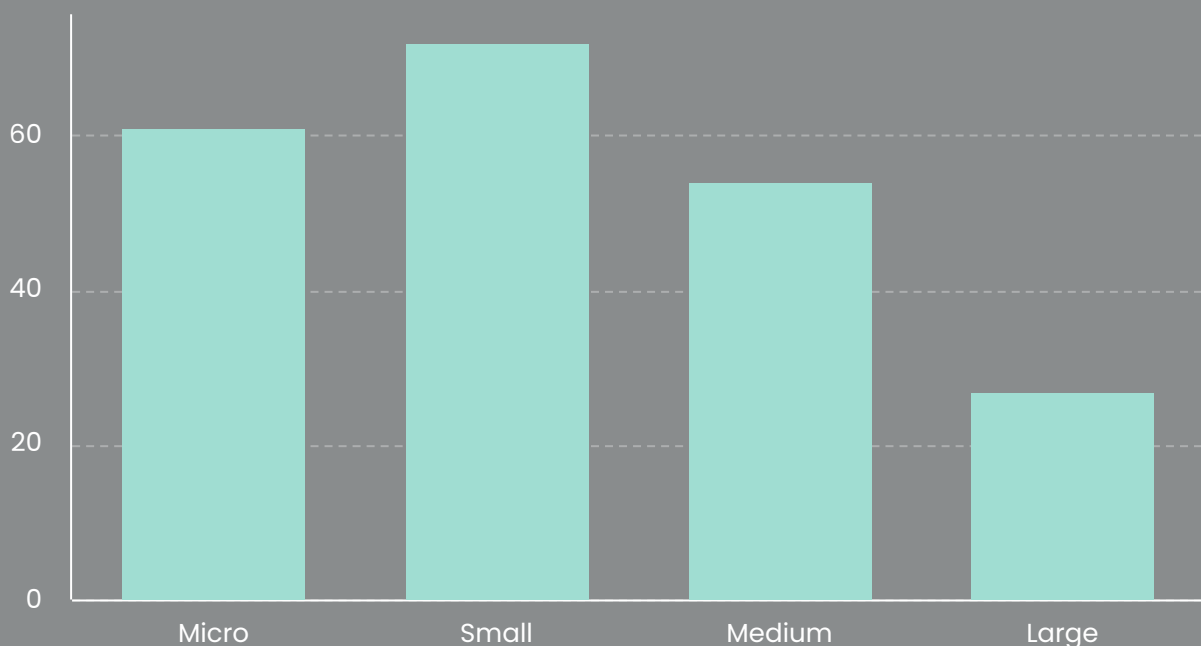
448

participants

This year, **58 people** have completed the Volunteer Passport Training Session, which focuses on preparing individuals for volunteering.

This year, **233 people** have been signposted to the Volunteer Passport Training Session as a part of their volunteer journey.

Size of groups accessing training



Training Feedback

Thank you for the Safeguarding Training. It was extremely useful and I have been able to use what I learned from your course to advise one of our volunteers, who discussed a safeguarding concern with me.

- Attendee of Safeguarding Adults at Risk

As a Trustee at Bolton Wanderers in the Community, with responsibility for EDI, I now feel much more knowledgeable and will be more confident when any issues relating to EDI are highlighted in the Trustee's meetings.

- Attendee of Introduction to Equality, Equity, Diversity and Inclusion

Really helpful and informative, the whole way through. It was really easy to understand and it was great that we were able to ask lots of questions. It was beneficial to be able to discuss some of my concerns as I haven't had any support yet.

- Attendee of How to Choose the Best Legal Structure for your Organisation

I just wanted to let you know that one of the participants of the Food Safety Level 2 training informed me that the certificate received from attending the training has opened doors to catering. She was able to provide catering for a group which has led to more work, after being recommended.

- Individual on behalf of Attendee of Food Safety Level 2

Funding In Numbers

23

funding
programmes

474

grants
approved

116

groups
supported

£1,969,307

Total amount awarded

Funding returned: £21,599

£3,340,406

External funding secured

By VCSE groups in Bolton

Funding

The Evolution of Bolton's Fund

The Evolution of Bolton's Fund was launched with great success this year! With the changes that have been made, groups can apply for funding for any project that meets the criteria for the Bolton 2030 Vision through our all new rolling grants programme.

Bolton's Fund is a community grants pot which has distributed over £5 million in funding and plays a crucial role in providing upstream investment into Bolton's VCSE sector. It has been instrumental in supporting innovation and the delivery of projects aimed at benefiting our community for the past five years.

These changes are a result of careful consideration and collaborative efforts from the VCSE Co-Design Group, in consultation with past applicants, to incorporate their valuable input into the fund's improvement.

You can find out more about the Bolton's Fund Rolling Programme [here](#).

A small selection of projects supported via Bolton's Fund:



Volunteering In Numbers



438

volunteer enquiries



310

individuals supported



186

direct connections



198

organisations supported

76

Volunteer
Grant
Assessors

6

Volunteer
Development
Networks

11

Benefits of
Volunteering
workshops

Volunteering Feedback

The Benefits of Volunteering Workshop was both engaging and informative. Samim was great! She has plenty of knowledge and experience, which motivated and inspired our learners to further research volunteering opportunities.

- Attendee of Benefits of Volunteering Workshop

I am delighted to say that we have now recruited 6 volunteers in our latest recruitment drive, supported by Bolton CVS. I am busy chasing up references and organising inductions at the moment. Thank you for your assistance, it is much appreciated.

- Ruth Malkin, Bolton Deaf Society

We're thankful for the support we get through Samim for volunteering. She's referred some amazing people that are willing to use their skills. For a growing organisation, we rely on volunteers for the work that we do and are glad that we can get that support. Thanks Samim!

- Comment from Be the Change Youth Project

Volunteering is not only about giving your time but also about the opportunities which surround us every day. Our strength is in our unity and community and helping each other. I never realised how many ways there are to volunteer and make a difference in the community. Now I have a clearer understanding of how I can contribute my skills and time to help others.

- Attendee of Benefits of Volunteering Workshop

Development In Numbers



293

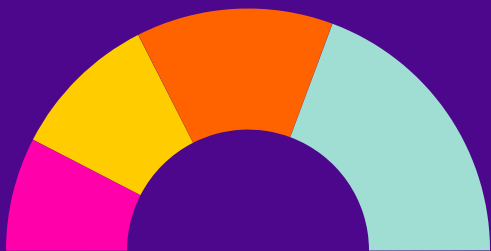
groups supported



48

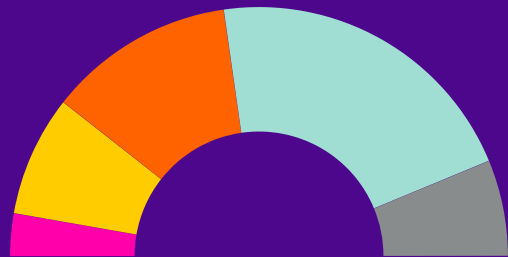
individuals supported

Size of organisations supported



Large (15.16%) Medium (19.86%)
Small (26.35%) Micro (38.63%)

Hours of support given



Large (5.52%) Medium (15.7%)
Small (24.24%) Micro (42.07%)
Individuals (12.46%)

11

Health Checks undertaken

27

Working towards the Bolton Mark

3

Acquired the Bolton Mark

Development Membership

Membership

Bolton CVS is a membership organisation open to Voluntary, Community and Social Enterprise organisations.

In total, there are **632 Bolton CVS members**. This number is made up of **558 full members**, and **74 associate members**. No members have disbanded this financial year.

During this financial year, 17 groups become members of Bolton CVS:

- **Tunity CIC**
- **VoiceAbility**
- **Bolton Metro Squad**
- **Westhoughton Allotment and Gardening**
- **Bolton Communicators**
- **North West Numbers CIC**
- **Circle of Inspirational Calm CIC**
- **Arising Futures CIO**
- **Be The Change Youth Project CIC**
- **Families and Babies (FAB)**
- **Kingsmen**
- **Note Weavers CIC**
- **Odyssey9 Academy CIC**
- **Matriarch MCR CIC**
- **Barefoot and Free**
- **Provincial Walsh Trust Bolton**
- **Social Shift CIC**
- **Adullam Social Enterprise CIC**
- **UK Funding Futures CIC**

Social Prescribing In Numbers



138

total referrals



361

organisations referred to

11

events
attended

27

groups
visited

37

partners
worked with

Group visits:

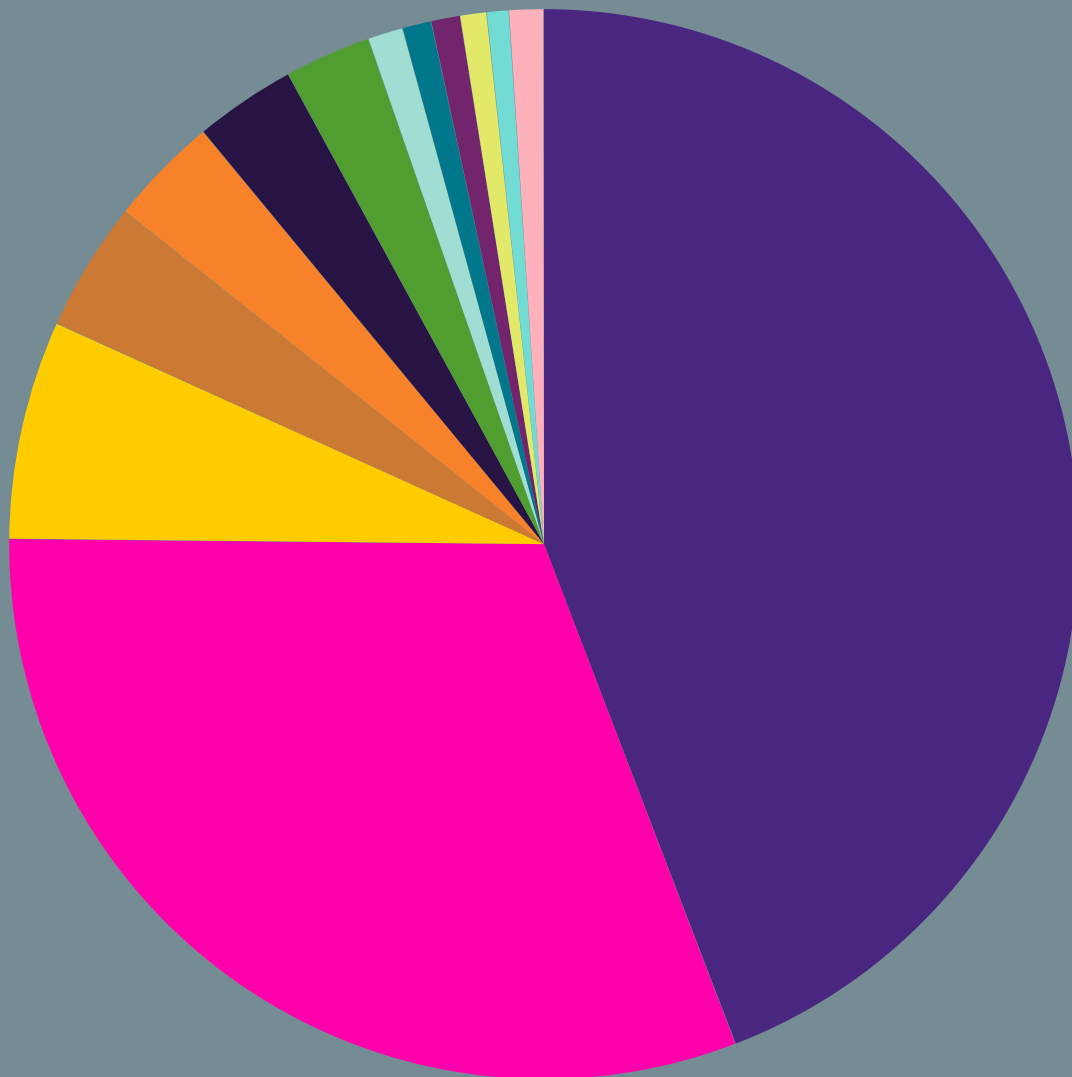
Parkinson's UK Bolton Branch Seated Yoga Sessions at Harwood Methodist Church, Precious Memories Group in Little Lever, All Souls Games Group, Bolton Prostate Cancer Support Group at Harwood Methodist Church, St Katherine's Church Blackrod Connect Group, Wonder Women Group, Chill and Chat at the Crown (Lend a Hand in Horwich), Dementia Friendly Walk, Westhoughton One Stop Shop and Horwich Over 50s Group.

Finance

Income Analysis

**Total income for 23/24:
£3,509,715**

Principle funders include Bolton Council. Greater Manchester Combined Authority, 10GM, Bolton at Home, UK Lottery (via Bolton Carers Support) and GMCVO. These organisations either directly funded or work or provided investment for Bolton CVS to distribute as grants and community investments during the year. We also generated income from the The Bolton Hub rents and the delivery of services.



Bolton Council (£1537591) (44.17%)	GMCA (£1078576) (30.99%)	Bolton CVS (£230291) (6.62%)
10GM (£136,287) (3.92%)	Bolton at Home (£115689) (3.32%)	
Bolton Carers Support - UK Lottery (£106167) (3.05%)	GMCVO (£91068) (2.62%)	
Bury & South Lancs. CRP (£37129) (1.07%)	Bolton GP Federation (£30655) (0.88%)	
Greater Manchester MH NHS FT (£30000) (0.86%)	Bolton Community Homes (£28000) (0.8%)	
Royal Bolton Hospital FT (£22981) (0.66%)	Other Income (£36463) (1.05%)	

Services Accessibility

The Bolton Hub

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
- Friendly, staffed Reception
- High-speed Wifi
- Complimentary tea and coffee
- Fully accessible building
- Discounted rate for meeting room hire

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

Updated Systems

During this year, we have installed a new electronic signing-in system for tenants and visitors, in order to generate less paper wastage and create a more efficient process. The new system allows us to access information on how many visitors we have had in building, and is a safer way to complete a fire recall.



Projects

Wellbeing and Health

We Are Here

We have delivered 5 sessions to 60 Health and Care staff. The aim of these sessions is to showcase the full reach, diversity, knowledge and expertise contained within the VCSE sector and to show how we can address some of the health inequalities that exist within communities by effectively utilising the sector.

Homecare Consultation

Working in partnership with Age UK Bolton, we carried out a consultation for Bolton Council of almost 40 people in receipt of Homecare and Community Support from various providers. The aim was to find out what's working well, and what could work better. The feedback will help to shape future contracts to ensure the service provided is fit for purpose.

Domestic Abuse

As part of a review of Bolton Council's Domestic Abuse Support Strategy, Bolton CVS carried out a consultation with people who have lived experience of the services currently on offer for victims and survivors of domestic abuse, including safe accommodation. The aim was to give a voice to those services that are designed to support – to find out what's working well, what could work better and what improvements or enhancements in provision might be needed. We worked with two VCSE organisations – Endeavour and Fortalice – as well as speaking to statutory partners and 34 people. Click the link to read about the findings of the consultation: [**Domestic Abuse in Safe Accommodation 2023 Consultation**](#).

Unlocking Wellbeing in Bolton

This 3 year Lottery funded partnership aims to identify barriers in the system for carers, to improve health and wellbeing and reduce health inequalities; especially for carers from global majority communities and those experiencing financial hardship.

The project employs two part time Key Workers who sit within Bolton Carers Support and Bolton Solidarity Community Association. There has been continuous work to identify key issues through the support of carers in Brightmet and Rumworth.

The Wellbeing Programme has now begun, delivered by The Octagon Theatre and Bolton Wanderers in the Community to identify hidden carers and build carers' confidence and voice.

Projects

Wellbeing and Health

Civil Contingencies

This is a project in partnership with Bolton Council and the GM Resilience Unit to develop a system of trained volunteers (Bolton Community Emergency Volunteers, or BCEVs) who can be deployed by the Council in an emergency. This quarter saw the official launch of the programme – attended by all the BCEVs, as well as colleagues from across the partnership.

Preventative Providers

Bolton CVS hosts this key monthly forum for providers of preventative services across the borough. The aim is to encourage a joined-up approach for the delivery of high-quality VCSE sector services within the prevention and carers' agendas within the borough.

The forum ensures two-way communication and intelligence sharing to inform planning, action and decision-making. This year, the terms of reference were refreshed for the group, and Suzanne Hilton was elected as Chair.

Health Inequalities Project

We produced a video capturing the learnings from our successful collaboration with Bolton GP Federation to introduce pop-up clinics in a range of community settings. More than 300 people attended the clinics, with over 250 health checks carried out – many of which led to further referrals. You can watch the video by clicking [here](#).



Projects

Voice and Influence

Voice and Influence Model

Over the last year, we have invested significant time into understanding our Voice and Influence spaces, to ascertain what is working, what needs further establishment, and how we best capture groups' voices within them. We found that the best solution was to ensure these spaces were truly co-designed and co-delivered with all who are in them – to make them more purposeful, meaningful and worthwhile.



VCSE Collaborative

This year also saw the creation of a new Voice and Influence space: The VCSE Collaborative (formerly known as the Funding Collaborative). This space brings people together to develop new partnerships and ideas that could lead to collaborative funding applications and sharing of resources.

10GM Workforce Development Project

Over the last year, work on the VCSE Workforce Development project has been based around enabling Local Infrastructure Organisations to establish a collective workforce development hub, built purposefully for the Greater Manchester (GM) VCSE workforce.

The launch of the hub publicly occurred in the 2024/2025 financial year – and is called the **GM Workforce Hub**. The GM Workforce Hub compiles useful information, tools, and resources all in one place, so that it can be easily accessed, and people will no longer have to spend lots of time and resources searching for information, examples of best practice, or training opportunities from across the internet.

 English 



Home

Resources ▾

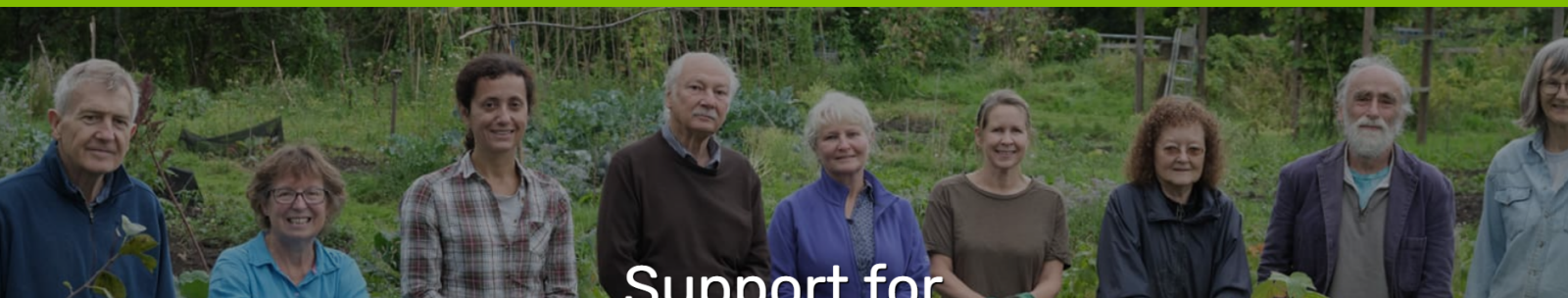
Useful
Information

Learning

Support
Networks

Contact

Recruitment
Hub



Projects

Social Value

Bolton CVS Reception Refurbishment

The recent refurbishment of the reception area of The Bolton Hub, owned by Bolton CVS, is an amazing example of a number of organisations, partners and individuals making real change through their social value actions.

Supporters include Bolton at Home, Bolton GP Federation and Northern Rail, who kindly funded the majority of the work. In addition, we called on Bolton CVS staff who painted walls and doors, K2 Architects who designed the look, Seddon Construction who arranged the contractors, Starts With You who sourced and delivered second-hand chairs, TSS Infrastructure who donated the office chairs and our lovely neighbour across the street who picked up furniture for us in their van and donated a sofa, plant and clock!

The new look is a huge success, which has been complimented by tenants and visitors alike. The work has created more space to welcome the public, and will hopefully encourage greater creativity and collaboration between staff, tenants and members of the VCSE sector who visit.

Staff Wellbeing

Bolton CVS staff held a 'swishing' event for all the VCSE organisations based at The Bolton Hub. People brought in clothes they no longer wear to 'swap' - and everyone went home with something 'new to them'. The evening was a fun way to recycle, reduce clothes waste and save money. We donated three huge bags of clothes to a local charity shop and a bag of work wear to Working Wardrobe. Also, we all had fun trying on clothes!

At Bolton CVS we are keen to support staff wellbeing and our regular Staff Book Club is attracting new members who are all reading the same book and coming together over coffee to chat about the themes and express their opinions. A great opportunity to bond over a shared love of reading.



Projects

Business Development

Business Development

The Business Development Team (BDT) played a key role in the co-production and re-launch of the Bolton Family Social Value Partnership, which culminated in a Pasties & Pledge event at the Albert Halls. The event brought together local businesses to access a variety of opportunities to engage with and improve Bolton communities. Many pledges were made by businesses and the BDT is enthusiastically following up interested parties, having made some wonderful new connections.

The BDT have been promoting and encouraging investment in the Bolton's Fund from local organisations which has resulted in some new partnerships including Bolton Wanderers Remembrance Group, who are keen to see their funds distributed as widely as possible across the local community and to support the amazing work of the Bolton's Fund to make an impact in Bolton communities.

Proper Good

The Proper Good Programme is funded by Big Society Capital and Access – The Foundation for Social Investment. It provides locally delivered, free support for social businesses, social entrepreneurs and social enterprises that aim to make a positive difference to the community. The programme helps to grow social enterprises, encourages social entrepreneurs to develop ideas, and aims to help increase the visibility of the social business sector. Additionally, individuals and organisations can apply for social investment to grow their idea.



Looking forward... 2024/2025

1 Co-designing the first ever Bolton CVS Strategy with our staff team

2 Reviewing and refining our VCSE sector training programme offer

3 Developing the Bolton CVS membership offer

4 Continuing to contribute to the co-design of the Bolton VCSE 5-year Strategy

5 The Bolton's Fund 5th Birthday Celebration

6 Creating our new Equity, Diversity, Inclusion and Belonging Strategy, ensuring that EDIB practices are embedded across the organisation

7 Big ticket events including 'An Evening With Elected Members' and our Annual General Meeting