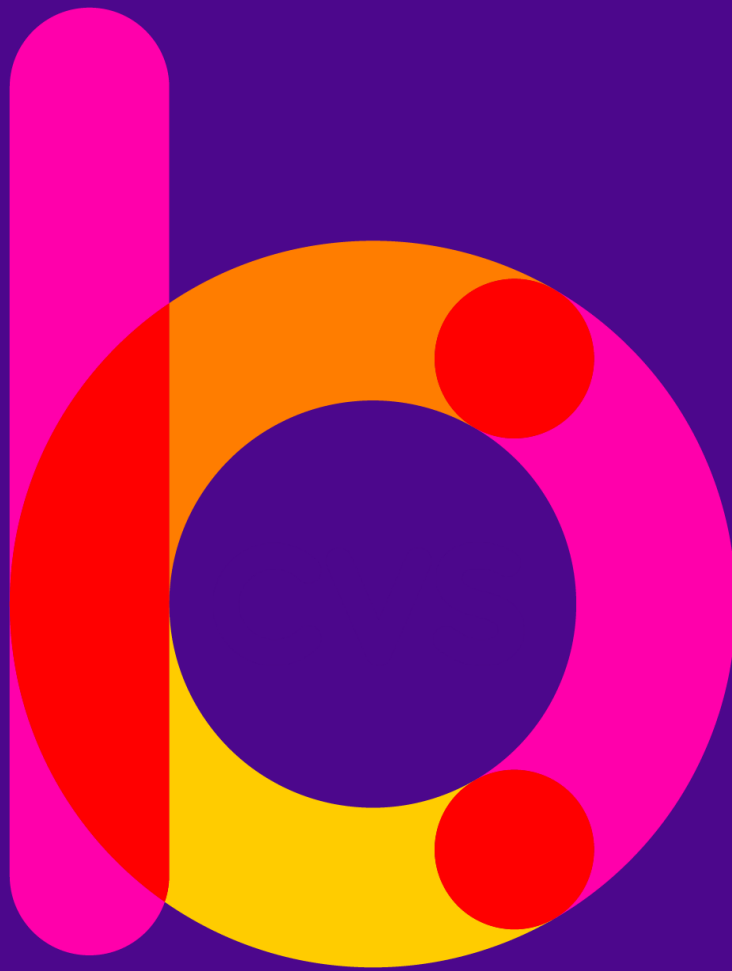


Quarter 2 Reporting



July – September 2023



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

Voluntary, community and social enterprise (VCSE) organisations and groups often work together, supporting and building each other up and adding value to each others' work, so that together we can provide the best services possible for people in Bolton and beyond.

Of course, we also collaborate with partners from all sectors in this way, and this summer saw the fruits of such collaboration. Collectively, a diverse multitude of cross-sector partners have resourced and delivered a plethora of fun, food and life lifting activity, enjoyed by hundreds of children, families and community members across our borough.

Through our evolving Voice & Influence spaces, we're excited to be creating more opportunities for people to develop and strengthen relationships, which are the crucial bedrock of effective partnerships. I feel privileged to be present in spaces where people come together with the shared ambition to contribute to Bolton being a great place, for all, to be.

There are undeniably challenges, of varying nature, that many of us will have to face in the immediate and longer term future. I know that I feel more confident facing them with partners I know and trust. To each of our VCSE and cross-sector partners, we thank you for all you do.

Quarter 2 in Numbers

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

- **£218,065.00 in grants and investments** made to **51 groups** and organisations
- **120 volunteering enquiries** managed, **81 individuals** received one to one support, **39 direct connections** made to volunteering opportunities
- Overall, **67 VCSE** groups and organisations have been supported in a development capacity
- **26 eBulletins** delivered to **2,589 people** across the sector (weekly, TGI Friday, Funding Bulletin, Proper Good and Stronger Together Training Programme)
- **16 training** sessions with **121 participants**
- **2 Voluntary and Community Sector Forum's** held with **54 people** in attendance

Engagement

Quarter 2, 2023 – 2024



54,024

website hits

The most viewed pages this quarter are: 'Bolton CVS Homepage', 'Bolton's Fund', 'Job Vacancies', 'Training & Events', and 'Become a Volunteer'.



5,955

followers

This quarter, we have had **34** new followers, sent out **26** tweets, gained over **8,800** impressions and the Bolton CVS profile was visited **2,132** times.



2,897

followers

This quarter, we have had **79** new followers and **69** page likes. The Bolton CVS Facebook page now has a total of **2,529** likes.



409

followers

This quarter, we have received **97 new followers**.

Engagement

Additional Information



13 weekly eBulletins have been sent out reaching **2,589** recipients.

4 TGI Friday e-shots, **3** Stronger Together Training Programme e-shots, **3** funding e-shots and **3** Proper Good e-shots shared.

41 groups were promoted in the weekly eBulletins.

12 consultations and surveys were promoted via eBulletins and social media, ensuring Bolton CVS supports a comprehensive response to local key consultations and that the borough's VCSE sector voice is included.

At this quarter's Voluntary and Community Sector Forum In Kind Direct came along to explain how they distribute quality products, donated by some of the UK's best known manufactures and brands, to charitable organisations who join their network for free. As a result of signing up, Bolton Lions Club were able to get £3600 worth of Lego, which will be used as part of their Christmas Appeal, for just over £300.

Click to see their feedback.

Q2: Events Attended

In Quarter 2, we had a Bolton CVS presence at over 12 different events across the borough of Bolton where we got the opportunity to connect with the community and advertise volunteering opportunities available through Bolton CVS.



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

Training

Quarter 2, 2023 – 2024

Click here to see all the training sessions we held this quarter!



16

sessions

121

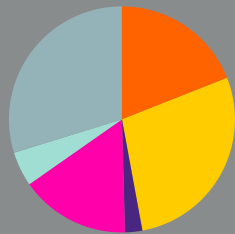
participants

16 training sessions with **121 participants** from 64 different VCSE groups.

Size of groups accessing training



How individuals found out about our training



■ Bolton CVS Website (19.01%)
 ■ E-mail (28.1%)
 ■ Social Media (2.48%)
 ■ Word of Mouth (15.7%)
 ■ Other Source (4.96%)
 ■ Did not answer (29.75%)

The **Volunteer Passport** scheme provides potential volunteers with a suite of basic training sessions to ensure they are 'volunteer ready'.

4 people have completed the Volunteer Passport training. **81 people** signposted to the session. It is now being offered face to face.

Introduction to Equality, Equity, Diversity and Inclusion –

"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."

Safeguarding in the VCSE Sector – *"It has given me the information and confidence to take my organisation to the next level with proper safeguarding policies in place."*

Engaging corporate supporters – *"We were given clear information; it has helped to build on current knowledge and has given clear steps to move forwards."*

Volunteering

Quarter 2, 2023 - 2024

120

Volunteering enquiries

81

One to One support

39

Direct connections made

59

Organisations supported

This quarter **2 Volunteer Development Network** meetings have been held with **37 participants** in attendance who were interested in learning more about volunteer development.

Samim, our Senior Volunteer Development Officer, delivered the first face to face session of the **Benefits of Volunteering** Workshop at Bolton College, engaging with **26 adult learners**, and the volunteering team attended a further **5 events** to promote volunteering opportunities across Bolton.

The Bolton Family Hubs workforce engagements events were officially launched across Bolton, which were attended by Samim Vali, Senior Volunteer Development Officer and Elaine Butt, Development Manager.

"I just wanted to say thank you for helping to make Saturdays' Recruitment event such a success. I think we were all really pleased that the event was so busy and that we spoke to so many people, hopefully helping them on their recruitment or volunteering journey."

- Helen Shearer, Head of Start Well; Strategic Lead for Early Years, Start Well Service

"Thank you Samim for the valuable support you are giving us in recruiting volunteers. We are now liaising with volunteers [to continue our volunteering journey]."

- Think Cre8tive



Funding

Quarter 2, 2023 – 2024

5

Funding programmes open

114

Grants approved

£857,558.75

Total amount awarded

37

Groups supported

In Quarter 2, Bolton's Fund made up the majority of the funding awarded through grants administered by Bolton CVS (£541,622.23).

£218,065.00 in grant funding was secured by Bolton VCSE groups from external funders, including sponsors.

Bolton CVS also administered the following grants in Quarter 2:

Bolton Community Homes Investments Programme
VRU Community Led Programmes – Tameside – Year 1
VRU Community Led Programmes – Wigan – Year 1
Big Local – Tonge with the Haugh

£1,500 – Bolton's Fund Cohesion small grant returned this quarter.

The Evolution of Bolton's Fund was launched to great success this quarter! 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.

You can find out more [here!](#)

The following rounds of funding were administered in Quarter 2:

1. Bolton's Fund Round 40 – Creative Connections
2. Bolton's Fund Round 42 – Household Support Fund
3. Bolton's Fund Round 43 – Standing Together
4. Bolton Community Homes Investments
5. Big Local Tonge with the Haugh

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

Social Prescribing

Quarter 2, 2023 – 2024

31

Total referrals

84

Organisations referred to

2

Events attended

5

Groups visited

8

Partners worked with

Group visits undertaken by Tracey McCue, Social Prescribing Link Worker:

Visit To Wonder Women Group

I visited the group with a patient who needed a little support, as it was her first visit. The wonderful Wonder Women group welcomed her in, as I knew they would, and her nerves soon disappeared. It was a while since I had been to Wonder Women, but I found them as friendly and enthusiastic as ever. On the day we visited, they were doing some painting with watercolours and produced some beautiful artwork. The patient I accompanied has since been back on her own as she felt so welcome and included.

"Hi Tracey, it was really good to meet you too last week. I am very grateful for your support as I wouldn't have been able to go without your kindness. I'm wondering if you are able to support me to make enquiries/meet up with course organisers at the Recovery Academy? They specifically work with people with lived experience of mental ill health. Let me know what you think please. I'll explore St Paul's and the other suggestions you made once I've looked at the Academy courses. Thanks again for your help."

(Social Prescribing Client)

Visit to Chill and Chat at the Crown (Lend a Hand in Horwich)

This weekly group is an absolute lifeline for the people who attend. It started up last year as one of the warm spaces in Bolton and is brilliantly run by Denise and her volunteers from Lend a Hand in Horwich. What an action packed session they were having on the day I visited! A fundraiser, as part of the coffee mornings for Macmillan, was in full swing, with a table groaning with raffle prizes that raised more than £200.

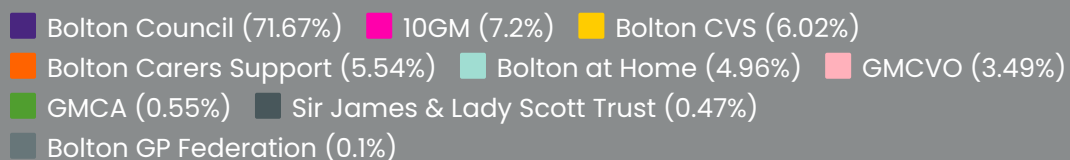
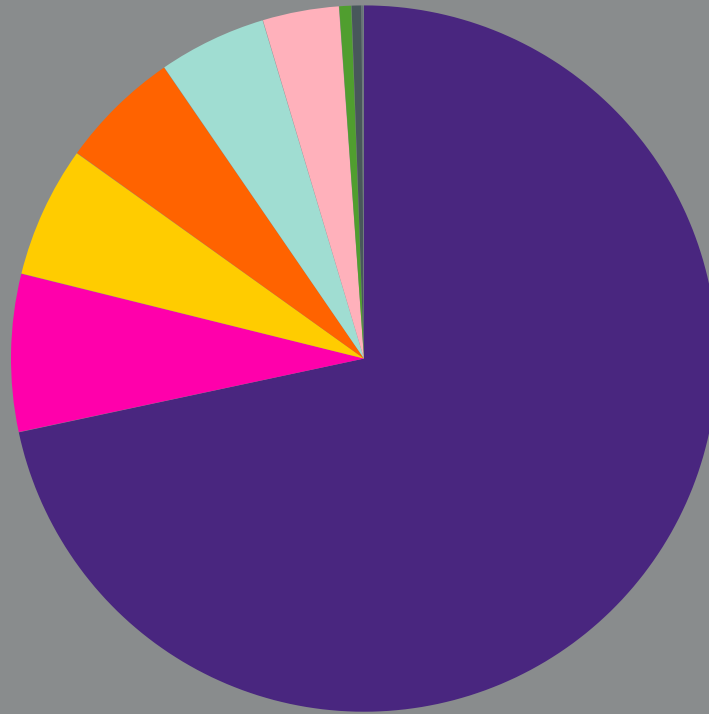
In addition to this, representatives from Bolton Libraries gave a presentation on what the libraries and museum in Bolton have to offer. The range of things blew many people (including me) away. We heard about Borrowbox, digital support, free monthly cinema sessions and the home library, which is a delivery service for people who can't get to the library themselves.

The group took away lots of information, had a great chat over a brew and cakes and nearly everyone won a prize in the raffle!

Income

Quarter 2, 2023 – 2024

Income Analysis By Funder



Total income for Quarter 2: £644,493.16

Our income during the 2nd quarter has been generated via the following streams:

- Bolton Council – Infrastructure grant, investments for the VCSE sector and project specific costs.
- 10GM – project costs including Violence Reduction & UKSPF
- Bolton at Home – Investments for VCSE sector and project costs
- Unlocking Wellbeing via National Lottery
- GMCVO – Local Access Partnership project costs
- GMCA – VRU investments for the VCSE sector
- Sir James & Lady Scott Trust – Investment income for the Festive Fund 2023
- Bolton CVS – Generated income from tenants, room hire and programmes

Wellbeing and Health

Quarter 2, 2023 – 2024

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 the play button:



Domestic Abuse Support Strategy Engagement – [Click here!](#) As part of a review of Bolton Council's Domestic Abuse Support Strategy, Bolton CVS was commissioned to carry 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 the services are designed to support – in order to find out what's working well, what could work better and what improvements or enhancements in provision might be needed. We spoke to 34 people in total.

Adverse Childhood Experiences (ACEs)/Trauma Informed – We continue to develop this project with A Brilliant Thing to support charities, community groups and social enterprises learn about and become 'trauma informed'. In this quarter around **100 groups** have taken part in co-design workshops to produce a toolkit of resources that's fit for purpose for the sector. Bolton CVS's role has been to link A Brilliant Thing with the VCSE organisations involved, to help simplify the messaging around the work and to promote it as widely as possible.

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.



Cancer Screening Insights – To understand barriers to people getting screened for breast, cervical and bowel cancer, Bolton CVS supported a behavioural insights research project on behalf of NHS GM. Our role was to connect the researchers with Bolton CVS member organisations which are run by and/or support specific communities and demographics within Bolton, to facilitate trusted community based engagement. The results of the consultation will help to focus future engagement activity, in order to encourage greater take-up of screening offers.

Development

Quarter 2, 2023 – 2024



67

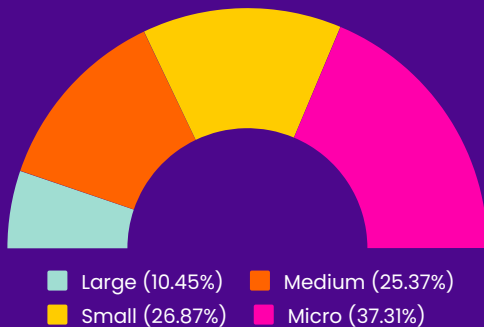
Groups were provided with support in this quarter



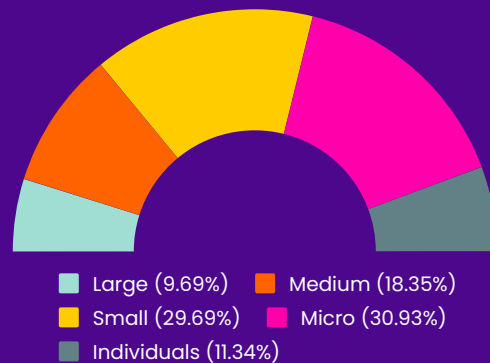
11

Individuals supported around setting up a new organisation/group in this quarter

Size of organisations supported



Hours of support given



As new members of the development team gain knowledge and skills, the hours of support has increased from last quarter.



In this quarter, **2** organisations have undertaken a 'Health Check'.

1 group has completed the Bolton Mark, and **10** groups are working towards acquiring the Bolton Mark.

Ladybridge Residents Association received a bespoke trustee support session on converting to a CIO, trustee roles and responsibilities and incorporation.

Type of support given

In this quarter, over **16 types** of support have been given to different groups, organisation, and individuals, including:

Board and CEO support with training, roles, responsibilities and recruitment, networking, access to training and funding and policy reviews

Safeguarding, governance, setting up a CIC (Community Interest Company) and registering with Companies House, setting up a CIO (Charitable Incorporated Organisation) and registering with the Charity Commission, setting up a community group

Health and safety, managing risk, insurance, completing DBS checks, information governance, finding new premises, and community asset transfers.

Social Value

We are working alongside The Growth Company to upskill Bolton CVS staff and VCSE representatives on the importance of understanding and articulating Social Value, for bidding for local authority contracts and building relationships with local businesses.

We are part of a team with Bolton Council colleagues and local businesses conducting a cross-sector consultation on a proposed centralised point for Social Value in Bolton. The aim is to involve companies, the VCSE sector and the community, to create increased and visible social value activities and actions across Bolton that add to the Bolton 2030 Vision.

We are putting in place plans to bring the next Greater Manchester Social Value Network out from the city centre and into other local authorities, with Bolton being the first stop later this year or early in 2024, with the support of the Bolton Business School.

We are exploring a framework to measure Bolton CVS's Social Value and to pass this understanding and knowledge onto the VCSE sector in Bolton.

Membership

Bolton CVS is a membership organisation open to voluntary, community and social enterprise organisations.

In total there are **621 Bolton CVS Members**. This is made up of **552 full members**, and **69 associate members**. **0 members** have disbanded in Quarter 2. This quarter, **1 new member** was approved at the Bolton CVS Trustees meeting in July 2023, this groups was **Circle of Inspirational Calm CIC**

[Complete the form](#) to become a member of Bolton CVS.

"Thanks for our chat this morning and much gratitude, as always, for all you do for us."

- John Bullen, Over Hulton Community Group

"Massive thanks for all your help and support."

- Andy Farnworth, Transforming Lives Group

"Great to talk with you before and thank you so much for your continued support."

- John Hastings, Recycle IT

Social Enterprise

Quarter 2, 2023 – 2024

4

Workshops delivered

3

Theme based clinics delivered

3

Open advice sessions held

1

Network event delivered

This quarter:

- 4 x workshops – 20 attendees in total
- 3 x Issue/theme based clinics – 8 attendees in total
- 3 x open advice sessions – 6 social enterprises advised
- Design and recruitment for upcoming mentor programme
- 1 x network event – 16 attendees

20 Social Enterprises were given 1-2-1 or email advice or signposted to the social investment fund at Greater Manchester Centre for Voluntary Organisation, to Bolton CVS services and to the various elements of the Proper Good Programme.

14 new organisations were supported through the Proper Good Programme.

Funding Distribution

Seed Fund: 6 x £300 seed fund grants awarded

Business Development Grant: 4 x £1000 business development grants awarded

"Before I started the mentoring programme my business was stuck – now we're flying! We've achieved more during this programme than we had in the last 12 months"

– Business Mentoring Programme participant

All 20 of the people that attended Proper Good workshops stated an increase in their knowledge and skills

Accessibility

Quarter 2, 2023 – 2024

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
- Free 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.

6 free room hires provided to 10GM, Dementia UK, Friend with a Voice, Bolton Lions Club and Bolton GP Federation

Gurveen Kaur: Volunteer Receptionist

I am currently undertaking voluntary work experience as a receptionist at The Bolton Hub. I am gaining experience to support my applications for paid administration work. Through Bolton at Home I found the placement within Bolton CVS. It's a wonderful opportunity for me to enter into the work environment.

The role has helped me to practice my communication skills and build my confidence to communicate with people in person and on the phone. I am also gaining new skills: Microsoft office including outlook excel and word, booking appointments for meetings and guiding customers to sign-in and out. I have also attended training for Hate Crime Awareness and Safeguarding Adults.

Bolton CVS staff, tenants and customers at The Bolton Hub are so friendly and welcoming. I hope I will find a job soon. I would like to thank my Work Coach and Bolton CVS for providing, motivating and allowing me to have such a great opportunity, it is life changing.

"We are completely spoilt at The Bolton Hub! Well looked after, any requests are met and we have a lovely relationship with staff, we love working here. Thank you so much."

Rebecca Nolan Service Coordinator AFC EHWB service Greater Manchester and Lancs

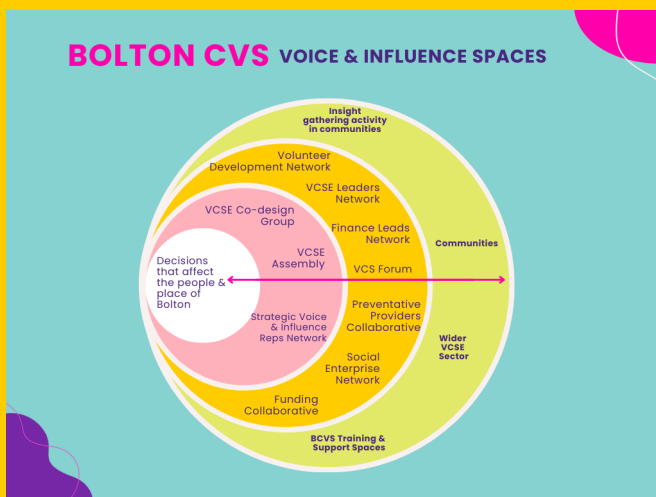
Influential Voice & Collaboration

Quarter 2, 2023 – 2024

Voice and Influence

Over the last quarter work has continued to further develop the Voice and Influence model and look at the effectiveness of Bolton CVS' network, forum, collaboration, and panel spaces. Some of the existing spaces have started to undergo a Terms of Reference review to make their functions and processes better reflective of the Voice and Influence model.

During this definition stage, we have further solidified the model and now have a version we can share!



Click the image to see the full-sized version!

The layers seen in the model will flow organically into the next and provide a structured way to amplify the voices of 'experts by experience' to those who are strategically connected to decision-makers affecting both the people and place of Bolton. This model intends to help with requests for consultation services, having these structured influence channels will mean that these requests can be funnelled into the appropriate spaces and Bolton's VCSE sector will develop a stronger collective voice.

The idea of defining a visual for this model is to have it recognised by Bolton CVS members, the wider VCSE sector and partners across the Bolton system with clear, transparent two-way mechanisms for governance, influence, and information sharing. We believe that one way of measuring the effectiveness of spaces could be through instances of engagement with our VCSE sector colleagues. So, please come along to our network, forum, collaboration and panel spaces to see this model in action and see what difference you can make.

Partnerships

Partnership and collaborative working is very important to us at Bolton CVS, as such members of our team continue to participate in **102** strategic Boards and Partnerships across Bolton and Greater Manchester.



The Violence Reduction Unit is about addressing the underlying causes of violence and working together with communities to prevent it.

[Find out more](#) about the project.

Workforce Development Project with 10GM

This quarter has been used to further develop our collective understanding around three of the five key areas around VCSE workforce development. The three areas of focus have been recruitment, HR support, and workforce wellbeing. Surveys have been utilised and we have now taken a data cut to show the interest in shared services surrounding these areas. The one that has had the most interest and responses has been around the possibility to have a GM shared HR provider, with knowledge of the VCSE sector and how we manage our workforces.

Collecting this information has allowed us to establish baselines and confirm that the intentions of this project are the right thing for our VCSE workforces. Further work will be shared around the development of a GM VCSE website, networking forums, events, team development processes, masterclasses, and partnerships/collective purchases once this has been established.

Whilst we will keep you updated on any further developments; we are always keen to hear your feedback and/or talk through any solutions you may have for the problem areas mentioned above.

Please get in contact with Gemma either through email: gemma@boltoncvs.org.uk or text/call: 07922 423576

Case Studies & Success Stories

Quarter 2, 2023 – 2024

Success Story: Welcoming our new Refugee and Asylum Seeker Development Officer

Olena joined Bolton CVS in August 2023 as our Refugee and Asylum Seeker Development Officer. Her role is to capture the needs of Refugees and Asylum Seeker communities and to ensure that Bolton CVS is providing timely and accessible services that will be beneficial to both the community and the VCSE sector.

[Discover her story by clicking here.](#)

Success Story: The Power of Mentoring

Lisa has been running her social enterprise for over 12 months. She has a great brand and great ideas but due to changes in board members and delivery partners, business had slowed, and she was feeling stuck. Lisa connected with the Proper Good programme to find support and guidance.

[Find out what happened next.](#)

Success Story: Destitution Project – Equality, Equity, Diversity and Inclusion – Bespoke Session

The Destitution Project's board of trustees are reviewing their Equality, Equity, Diversity and Inclusion (EEDI) Policy. To support the review process, they asked Bolton CVS to run the 'Introduction to Equality, Equity, Diversity and Inclusion' workshop as a bespoke session so they could have a safe space to question and challenge their current organisation's EEDI practice.

[Find out what happened next.](#)

Success Story: Bolton's Fund Round 4 Round



Round 4 Round is a boxing gym based in Halliwell. They believe in the transformative power of boxing – as a physical sport but also a tool for personal growth and development. They wanted to secure some grant funding to support their continuing mentoring services, children's sessions and community engagement work.

[Find out what happened next.](#)

Success Story: Collaborative help for people in crisis

[Find out](#) how the Bolton CVS team came together to help support a referral request from an individual which came through our Social Prescribing Link Worker.



Next steps, looking forward to Quarter 3, 2023 – 2024

- 1 Share news stories on our website to showcase the work of the VCSE sector**
- 2 Sessions provided by Bolton College to be included in the Bolton CVS training programme**
- 3 Re-energise the reception area at The Bolton Hub**
- 4 Development support factsheets updated and available on our website**
- 5 Begin to embed our Communications and Impact Strategy**
- 6 Continue to build our relationships with local businesses in Bolton**
- 7 Reintroduce Health Checks for new and existing member organisations**
- 8 To support V&I spaces to undertake a Terms of Reference review**