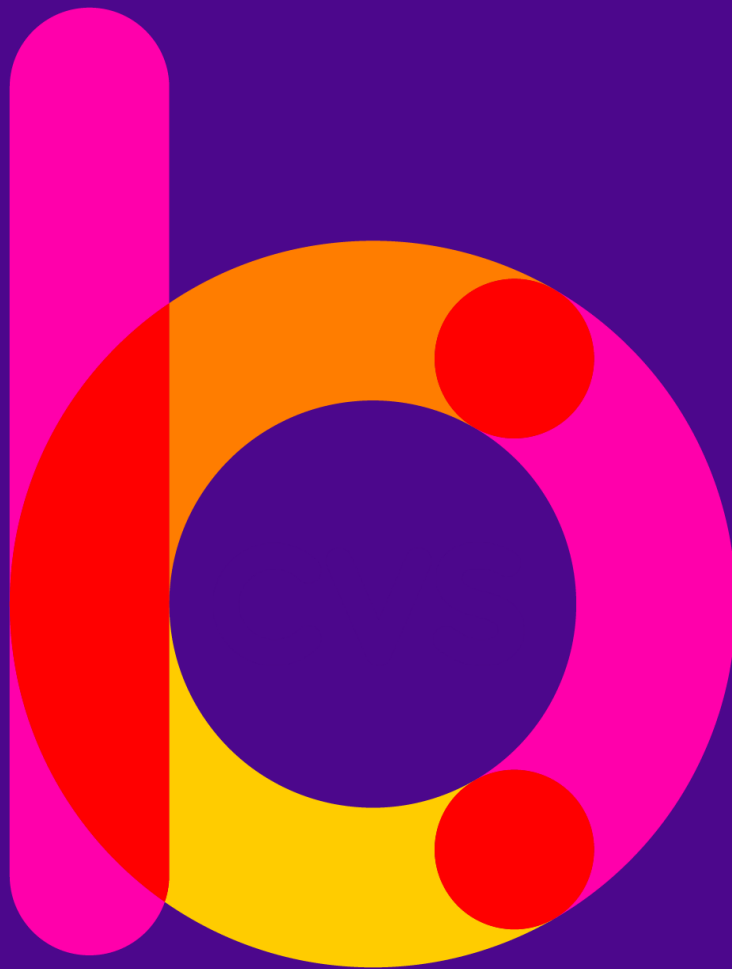


Quarter 3 Reporting



October – December 2023



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

Between the team at Bolton CVS, our many partners and, of course, the thousands of people active across Bolton's Voluntary, Community and Social Enterprise (VCSE) sector; we've had another jam packed quarter!

An area of development for us at Bolton CVS, that has particularly come into its own this quarter, is our support for social entrepreneurs; those who develop businesses with social purpose at their core. It's a privilege to support those who are utterly invested in the social and economic prosperity of Bolton.

The winter months can be particularly difficult for many. Throughout this report you'll see examples of how VCSE sector and partner colleagues have rallied to ease the challenges faced by some people across our Bolton family.

I never cease to be amazed and humbled by the tenacity, passion and complete commitment of people who continue to do incredible things in service of others. Thousands of people in Bolton giving hundreds of thousands of hours of their time; often unnoticed by the majority, but absolutely life changing for those they support.

From all the team at Bolton CVS, we salute you!

Quarter 3 in Numbers

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

- **£487,967.30 in grants and investments** made to **51 groups** and organisations
- **113 volunteering enquiries** managed, **84 individuals** received one to one support, **45 direct connections** made to volunteering opportunities
- Overall, **94** VCSE groups and organisations have been supported in a development capacity
- **21 eBulletins** delivered to **2,589 people** across the sector (weekly, TGI Friday, Funding Bulletin, Proper Good and Stronger Together Training Programme)
- **13 training** sessions with **122 participants**
- **1 Voluntary and Community Sector Forum's** held with **36 people** in attendance

Engagement

Quarter 3, 2023 – 2024



64,165
website hits

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



5,989
followers

This quarter, we have had **51** new followers, sent out **43** tweets, gained over **10,200** impressions and the Bolton CVS profile was visited **2,510** times.



2,948
followers

This quarter, we have had **51** new followers and **24** page likes. The Bolton CVS Facebook page now has a total of **2,553** likes.



472
followers

This quarter, we have received **63 new followers**.

Engagement

Additional Information



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

3 Trustee, Governance and Information (TGI) Friday e-shots, **2** Stronger Together Training Programme e-shots and **3** Proper Good e-shots shared.

51 groups were promoted in the weekly eBulletins.

14 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.



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

This campaign is designed to promote transparency between employers and potential new employees, by making sure they can make an informed decision on whether a role is right for them by always displaying the salary in all job advertisements.

Events

Quarter 3, 2023 – 2024

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. The VCSE Assembly is a part of our Bolton CVS Membership Offer and we looked at 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 and open, fulfilling conversations around Bolton CVS and what can be expected in the future.



Local Charities Day

In 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 in 2023, and look forward to 2024 with the hope of further successes on the horizon.

We heard from Transforming Lives Group, Krimmz 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!



Volunteering and Job Fair

The Volunteering Job Fair, arranged by Bolton University, was an excellent opportunity to connect with other service providers and engage with the local community whilst promoting the services provided by Bolton CVS. During the event, we engaged with **98** people, mainly students, and have received **11** volunteer enquiries.

The North West Ambulance Service, Bolton Emmaus, Anderton Centre, Bury Society for Blind and Partially Sighted People and Reach Out Future are interested in promoting their volunteering opportunities on the Bolton CVS website.

Events

Quarter 3, 2023 – 2024

Unity in the Community

Asian Elders hosted this event to celebrate and promote community cohesion. The event included a chair yoga session, information on health checks as well as dancing and singing. During the event, we engaged with 46 people and were able to promote our Find a Group webpage, to help connect with activities in their areas. We also received 2 volunteering enquiries.

Bolton Young people Special Educational Needs and Disabilities (SEND) employment forum

The new forum is an opportunity to bring together a range of stakeholders, to identify and provide support for employment opportunities for young people with additional needs.

It focused on 4 key priority areas, including volunteering which was facilitated by Samim Vali, our Senior Volunteer Development Officer. This was an opportunity to discuss how we can support young people to overcome barriers to their volunteering and support them into volunteer roles which would also provide them with essential skills for employment.



Training

Quarter 3, 2023 – 2024

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

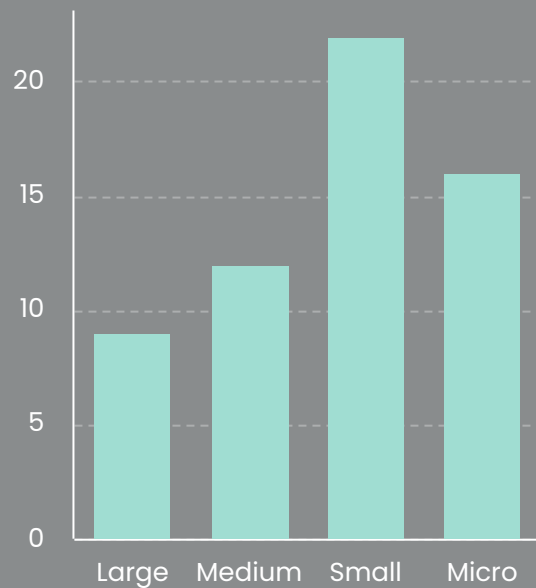


13 **122**

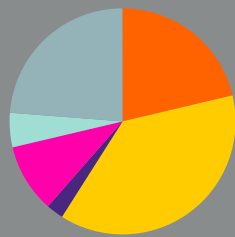
sessions participants

13 training sessions with **122 participants** from **59** different VCSE groups.

Size of groups accessing training



How individuals found out about our training



■ Bolton CVS Website (21.31%) ■ E-mail (37.7%)
■ Social Media (2.46%) ■ Word of Mouth (9.84%)
■ Other Source (4.92%) ■ Did Not Answer (23.77%)

The **Volunteer Passport** is a short online course for potential volunteers covering basic information and topics to ensure they are 'volunteer ready'.

33 people have completed the Volunteer Passport training. **72 people** signposted to the session.

Safeguarding in the VCSE Sector – *'Really useful information and it makes it easier to understand how I should act when dealing with safeguarding, and what the risks are.'*

Delivered Safeguarding Adults at Risk to **8 participants** from Age UK Bolton and **11 participants** from Creative Living Centre in Bury.

Delivered How To Choose The Best Legal Structure For Your Organisation session to **5 participants** from Great Places.

Great Places – *"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."*

Funding

Quarter 3, 2023 – 2024

16

Funding programmes open

148

Grants approved

£487,961.30

Total amount approved

27

Groups supported

In Quarter 3, Bolton's Fund made up the majority of the funding awarded through grants administered by Bolton CVS (£325,880.72).

£1,119,680.00 in grant funding was secured by Bolton VCSE groups from external funders, including sponsors.

Bolton CVS also administered the following grants in Quarter 3:

- 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
- Proper Good Seed Funding
- Trauma Informed Project
- Cancer Screening Project
- Bolton Digital Project

The following rounds of funding were administered in Quarter 2:

1. Bolton's Fund Round 42 – Household Support Fund, Large Grants (2nd payment)
2. Bolton's Fund Round 42 – Household Support Fund, Small Grants for Winter
3. Bolton's Fund Festive Fund
4. Bolton' Fund Micro Grants
5. Bolton's Fund Small Grants
6. Bolton's Fund Medium Grants
7. Bolton's Fund Large Grants
8. Bolton's Fund Winter Holiday Activities and Food Fund 2023
9. Bolton's Fund Hate Crime Awareness Grants

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

Volunteering

Quarter 3, 2023 – 2024

113

Volunteering enquiries

84

One to One support

45

Direct connections made

34

Organisations supported

This quarter **1 Volunteer Development Network** meeting has been held with **10 participants** in attendance who were interested in learning more about volunteering.

There were **3 sessions** of the **Benefits of Volunteering Workshop** delivered at Bolton College and Deane and Derby Community Centre, engaging with **30 adult learners**. The volunteering team delivered a brief session on volunteering to **49 students** at Bolton College.

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.

There are now **27** Bolton CVS volunteer grant assessors.

"During this very short time, I have felt supported by Bolton CVS and their staff. I have had a one-to-one meeting with Samim Vali, who went through all the many ways Bolton CVS could support Bolton Carers Support.

I have already attended a couple of training sessions led by Karen Arkwright and Diana De Cendres Khasa, which was helpful, and my first Volunteer Development Forum.

I look forward to continuing to work in partnership with Bolton CVS.'

- Lynn Meadowcroft, Volunteer Coordinator, Bolton Carers Support



'Thank you for all of your help in promoting volunteering opportunities! We had some fantastic feedback from staff and runners—I believe it was one of the most successful events we've had in Bury.'

- Louize, The Eventeers Team, Jane Tomlinson's Run for All

Refugee and Asylum Seeker Volunteering

Quarter 3, 2023 – 2024

We have been promoting the Benefits of Volunteering Workshop and volunteering opportunities with a specific focus on Ukrainian guests and refugees from Afghanistan.

In this quarter there have been **11 enquiries** from potential volunteers, and we have provided 5 of those individuals with 1-2-1 support. **6 organisations** were supported to onboard volunteers from those communities.

We attended a number of events aimed at networking and providing volunteering information:

Afghan Family Welcome Event

This was an opportunity to welcome recently resettled Afghan families and introduce local organisations that may be able to provide them with support. We engaged with **12 individuals** and signposted them to local VCSE organisations and received **1 volunteering enquiry**.

New Migrants Multi-Agency Day

This event was to promote education, skills development and lifelong learning among the newly resettled Afghan community. We engaged with **8 individuals**.

'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.'

- Anastasia Shkuro, Ukrainian guest, attended Benefits of Volunteering Workshop

Bike Safety course in partnership with WAVE Adventure

The aim of this course was to empower Ukrainian guests with the knowledge and skills to navigate their new environment safely and confidently while using bicycles as a mode of transportation.

10 people took part and we received positive feedback.

Family Hub and Environmental Volunteering

Quarter 3, 2023 – 2024



Meet Nicola Taylor, our Family Hub and Environmental Volunteer Development Officer. Her role is to promote volunteering within the newly launched Family Hubs across Bolton and to promote the use of volunteers in environmental projects.

Nicola has spent her first weeks in post attending the launch of the 6 new Family Hubs which are part of the Start Well agenda and will provide support to families and children.

The launches were an opportunity to share with the local community the support that will be available to them through the centres, consult them on the branding, and identify specific needs in the area.

Across the launch events, Nicola was able to engage with around **90 individuals** and network with around **18 organisations** from both the public and VCSE sectors. The events provided opportunities to promote volunteering and Bolton CVS services.

Nicola has taken the opportunity to visit local organisations as part of her environmental role; these have included Willow Hey and Bolton Diggers. She was able to talk about the wider support available through Bolton CVS, including membership and applying for funding.

She has attended a Climate Network event, which was attended by 17 organisations. This gave an opportunity for Nicola to meet these organisations and signpost them for further development support.

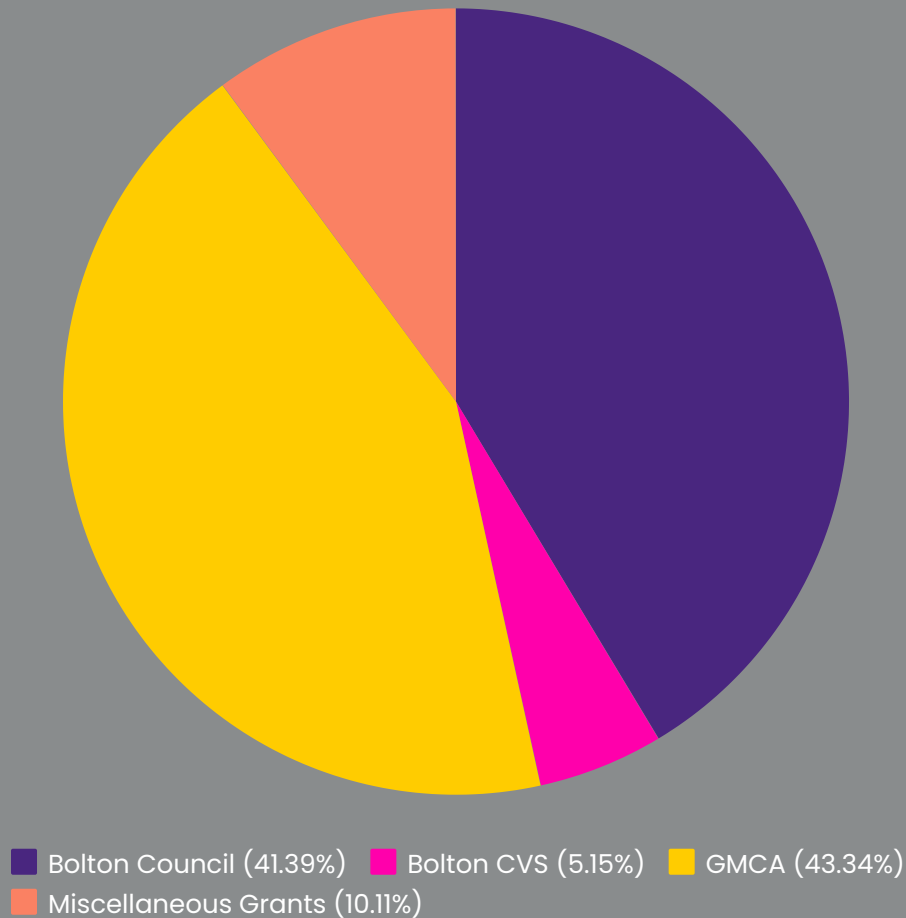
Nicola also attended, The Well Harvest Festival, celebrating the support provided at The Well in Farnworth and an opportunity to take food donations to their food bank from Bolton CVS and Bolton GP Federation.



Income

Quarter 3, 2023 – 2024

Income Analysis By Funder



Total income for Quarter 3: £1, 153,596.81

Our income during the 3rd quarter has been generated via the following streams:

- GMCA – VRU investments for the VCSE sector throughout Greater Manchester
- Bolton Council – Infrastructure Contract, investments via The Bolton's Fund for the VCSE sector and project specific costs
- Bolton CVS – Generated income from tenants, room hire and programmes
- Miscellaneous smaller grants includes:
 - 10GM – UKSPF Voice & Influence
 - Sir James & Lady Scott Trust contribution to The Bolton's Fund
 - Royal Bolton Hospital FT grant for Social Prescribing Link Worker Programme
 - GMCVO – Proper Good Programme Grant
 - Greater Manchester Mental Health – Next Steps Network Grant
 - Bolton at Home – Peer Navigator funding

Wellbeing and Health

Quarter 3, 2023 – 2024

We Are Here – We have delivered **5 sessions** to **60 Health and Care staff**. The aim is to showcase the full reach, diversity, knowledge and expertise contained within the VCSE sector and to show how drawing more effectively on all of that will help to address some of the health inequalities that exist within communities.



Crucially, as well as improving awareness, the sessions allow us to build more meaningful connections across the system. Already, the feedback from the staff who've attended has been positive. It's genuinely felt like lots of lightbulbs have been switched on – with people starting to see the possibilities and potential within the VCSE sector to be unlocked and harnessed.

Winter Vaccines – Building on the learnings from last winter's Health Inequalities Project, we have worked closely with partners such as the NHS Greater Manchester Integrated Care Board and Bolton GP Federation to help increase vaccine take-up. This has involved targeted work with VCSE groups who have roots in the borough's diverse communities – to break down some of the barriers we know exist and which contribute to stark health inequalities.

Childhood Obesity – To help shape a new strategy to tackle childhood obesity across Greater Manchester, we have been working with the NHS to carry out a consultation of people's attitudes on the issue. This involved hosting 4 focus groups with VCSE organisations from a wide range of communities. We promoted engagement across our networks to participate via an online survey. All of these insights will be used to help develop new approaches to addressing a growing public health problem.

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 – and statutory partners and spoke to **34 people**.

Click on the link below to read about the findings of the consultation:

[Domestic Abuse in Safe Accommodation 2023 Consultation](#)

Social Prescribing

Quarter 3, 2023 – 2024

36

Total referrals

120

Organisations referred to

7

Events attended

2

Groups visited

10

Partners worked with

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

Visit To Dementia Friendly Walk

These monthly walks are hosted by Smithills Estate and the Woodland Trust. The walks are done at the pace of the people who are attending and there is always an activity alongside the walk, such as spotting different wildlife.

On this occasion, the guide was telling everyone a little history of the estate and also the names of the different types of trees.

The group was made up of: people from a local nursing home along with their carers; there were two couples one of whom had dementia with the other partner being their full time carer and a woman who brought along her mum, a wheelchair user.

The benefits of this session were plain to see, as people were really enjoying being out in the fresh air and taking in the sights of the beautiful Smithills Estate. When we returned to Smithills Hall, a welcome hot drink was waiting!

One woman who was caring for her husband told me how much she looked forward to the monthly walks, as it was something that they could enjoy doing together.

Visit to Westhoughton One Stop Shop

This brilliant local resource is based in the Daisy Hill area of Westhoughton and operates in the same way as any other charity shop, by accepting donations of clothing, bric a brac etc. which are then sold to generate income.

All profits made by the One Stop Shop, however, go directly to help the people of Westhoughton. It offers – among other things – financial support and advice, food provision, community events, subsidised trips, parties for children and older people and much more.

Every Sunday there is an open door policy, where people can come along and fill a carrier bag with donated fruit and vegetables and bread products.

The volunteer who was serving behind the counter told me that she had moved to Westhoughton a few years ago from another town and that helping in the shop had definitely helped her to make friends and feel part of the local community.

Development

Quarter 3, 2023 – 2024



94

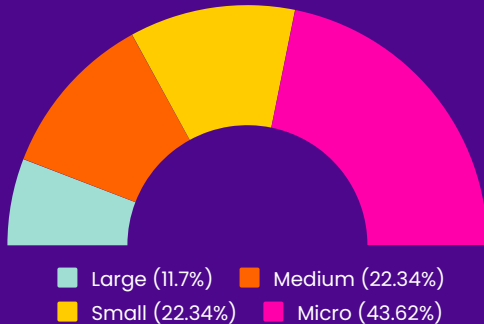
Groups were provided with support in this quarter



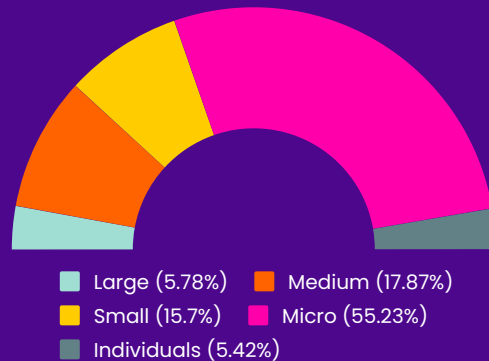
9

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

Size of organisations supported



Hours of support given



In this quarter, **3** organisations have undertaken a 'Health Check'.

Sapphire Partnership has completed the Bolton Mark, and **4 groups** are working towards acquiring the Bolton Mark.

MhIST received a bespoke trustee support session to help review its existing business plan and create a new plan for the future.



Type of support given

In this quarter, **22 types** of support have been given to different groups, organisation, and individuals, including:

Trustee Boards with governance, management, policy reviews, director remuneration and business plans.

Help with venues, networking, DBS checks, digital support, access to funding, event planning, promoting membership, risk registers, access to training, community asset transfers, organisational health checks, volunteer charter, trustee roles and responsibilities, setting up a CIC (Community Interest Company) or a CIO (Charitable Incorporated Organisation), forming a committee, GDPR and confidentiality, setting up a community group.

Social Value

We continue to work with The Business Growth Hub to articulate Bolton CVS' social value vision and are exploring opportunities to understand the social return on investment of the Bolton's Fund.

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 GP Federation, Northern Rail and Bolton At Home, 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 found 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 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.

Membership

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

In total there are **628 Bolton CVS Members**. This is made up of **557 full members**, and **71 associate members**. **No members** have disbanded in Quarter 3.

7 new full members were approved by the Bolton CVS Trustees. These groups are, **Arising Futures CIO, Be The Change Youth Project CIC, Families and Babies (FAB), Kingsmen, Note Weavers CIC, Odyssey9 Academy CIC**.

2 new associate members were approved by the Bolton CVS Trustees. These groups are, **Provincial Walsh Trust Bolton** and **Social Shift CIC**.

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

We asked the above groups why they wanted to become a member of Bolton CVS - here are couple of responses:

'To connect with organisations in Bolton that works within the community and know what's going on in Bolton.' – **Kay, Arising Futures CIO**

'To create awareness that the help is there. By being a member of Bolton CVS we can expand and reach more people.' – **Kim, Families and Babies (FAB)**

Social Enterprise

Quarter 3, 2023 – 2024

7

Workshops delivered

20

1-2-1 support given to entrepreneurs

1

LAP funding application

1

Network event delivered

This quarter:

- **7** workshops and **1** networking event attended by **49** participants.
- **1** organisation was supported with Local Access Partnership (LAP) funding process and was successful in receiving funding.
- **20** Social Enterprises were given 1-2-1 support either face to face, via email advice or signposted to the social investment fund at Greater Manchester Centre for Voluntary Organisations, to Bolton CVS services and to the various elements of the Proper Good Programme.
- **7** entrepreneurs taking part in our tailored business mentoring programme.

Funding Distribution

Seed Fund: 4 x £300 seed fund grants awarded

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.

This quarter has seen delivery of our biggest business mentoring programme so far, offering a package of intensive, expert-led mentoring support and workshops to 7 local social entrepreneurs. We've also continued to support the graduates of our previous mentoring programme and are looking forward to bringing them all together to share connections and opportunities next year.

One of our mentoring graduates was successful in securing social investment this quarter. Feedback from the Investment Team cited the support they had received through the programme as a key contributor to their success.

We have continued to offer our programme of workshops and 1-2-1 advice clinics, which together provide a solid support base for the social enterprises in our network.

Our Social Enterprise networking event was very popular this quarter – we engaged more entrepreneurs than ever before. Organisations connected both to the programme and to each other, supporting the sector to thrive.

'I wanted to share some positive news – since being on your (mentoring) programme Recycle-IT are in such a better place and ready for investment now.' – **John Hastings, Recycle IT**

'Thank you for all the support and it's good to see the progress being made in the form of a quality business case for investment' – **Cat Chrimes, Head of Investments, GMCVO (Distributor of Proper Good Social Investments)**

Business Development

Quarter 3, 2023 – 2024

The Business Development Team (BDT) continue building relationships with local businesses and encouraging their membership of the Bolton Family where they can match with local VCSE's. In addition, the BDT have played a key role in the evolution of the Bolton Family as a focal point for businesses social value actions in Bolton, which will culminate in a planned cross-sector event in late January 2024.

Alongside developing corporate contacts the BDT have delivered workshops for VCSE groups to develop the skills to make targeted approaches to local businesses', which has had really positive feedback:

'Huge thanks for your advice. We have already sorted a meeting with a business in January thanks to this guidance.' – **WAVE Adventure**

'Thanks so much for this evening's training, I found it incredibly useful. I am also now confident making a few contact attempts after the session too.' – **Funding Futures**

The BDT has brought together Housing Associations (HA) and VCSE groups facilitating sessions to explore applying in partnership to the GMCA Community Grants programme, work which will continue into 2024.

The BDT have played a key role in the development of the new Funding Collaborative, a space for VCSE and HA groups to develop their relationships in order to be ready to apply in partnership for future funding bids.

The BDT have supported the wonderful team who run The Bolton Hub to make successful funding applications for the refurbishment of the reception area and utility bills.

Accessibility

Quarter 3, 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.



Meet Megan Bryan, our Information and Facilities Assistant, she started in December 2023, here is what she has to say:

'18 months ago, I went off on maternity leave to have my little girl. Towards the end of my maternity leave I wanted to get myself back in to work.

I am really pleased that I was successful in getting the job with Bolton CVS. Everyone I have met over the first couple of weeks have been really warm and welcoming.

I am really intrigued to find out where my role will take me.

I feel that having this opportunity to work within such a community based building will give me a better understanding of how the VCSE sector works.

Every day has been different and I am pleased to say that I thoroughly enjoy coming into work, but most importantly being the first point of contact when people come to The Bolton Hub.'

The Bolton Hub is home to a wide range of organisations committed to serving the communities and groups of Bolton. There is Bolton CVS, Bolton GP Federation, Unison, Bolton Parent Carers, Bolton Christian Community Cohesion, The Bond Board and Beacon Counselling Service.

'Bolton Christian Community Cohesion and Bolton Town Centre Chaplaincy have been tenants at The Bolton Hub for many years now and we totally feel part of a big family! The Bolton CVS team do an amazing job of running the building and make all the tenants and visitors extremely welcome and feel at home. Huge well done and thank you to all.' - **Keith Armstrong – Bolton Christian Community Cohesion**

Influential Voice & Collaboration

Quarter 3, 2023 – 2024

Voice and Influence

Over the last quarter, work has continued in the development of 'Terms of Reference' for existing spaces. We recognised that some of our Voice and Influence spaces had been set up during the Covid-19 pandemic as support networks and have now developed in purpose. Undergoing a Terms of Reference review has allowed these spaces to talk through what their purpose for existing is and to be protected as a valuable space for Bolton CVS and public sector partners to hear your voices.

The review of our existing spaces has also allowed us to look at defining information flows. We recognise that all the existing Voice and Influence spaces have important insights, information, and ways of measuring impact on Bolton's communities.

The relationships we have built with our cross-sector partners and allies also shows there is a real need to define the way information flows from one organisation to the next and a need for a repository system that can hold important pieces of consultation work being conducted boroughwide. Defining what this repository system and information flow process will look like should allow us to enable Bolton's VCSE sector to strategically influence more decisions affecting the place and people of Bolton.

This quarter also saw the creation of a new Voice and Influence space: **The Funding Collaborative**. This space intends to bring people together to develop new partnerships and ideas that could lead to collaborative funding applications and sharing of resources. Whilst this space is still in its infancy, we have been able to connect some VCSE groups, working in specific areas, to a new funding opportunity from GMCA looking at developing employability skills with under-represented groups. The first meeting was a temperature check as to who would be interested in this way of working and what type of facilitation is needed from us to allow successful joint work going forward.

The creation of this space has allowed us to think about how we measure our own ripple effects and impacts. This way of measuring will let us think about the way Bolton CVS facilitation enables you to achieve the best you can without discrediting all the hard work you do for the people of Bolton.

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.



Bolton CVS CEO, Dawn Yates-Obé, as 10GM Lead Director for the VRU Community-led programme, co-hosted a VCSE co-design event to inform the Greater Than Violence 10-year Strategy, which launched this quarter.

[Read more](#) about the Strategy.

Workforce Development Project with 10GM

This quarter we have been working on the development of a VCSE Workforce Hub. This website will contain useful information, resources, services, learning opportunities, support networks, guides, and eventually a GM VCSE recruitment portal. The hopes of creating a dedicated workforce hub are to reduce the demand on VCSE workforces and provide a one-stop-shop for us all to access and share our continuous professional development. Watch this space for more information.

This project has also been continuing to define the collective purchase of a shared HR service offer. The current offer is: **£40 + VAT per month**. This includes 24-hour access to an HR advice line, a suite of documents including employment contracts and HR policies, template letters and a HR software. It also includes an Employee Assistance Programme which will provide: 24/7 access to licensed counsellors, up to 8 face-to-face counselling sessions, early mental health intervention, a dedicated menopause support service, expert advice and coaching for managers, CBT self-help workbooks and domestic abuse resources.

Discussions are taking place around the administrative side of this service such as contract management and payment processes, but we hope to have more to share soon.

In the meantime, if this offer seems appealing, please message Gemma via email: gemma@boltoncvs.org.uk / text 07922 423576 to register your interest and/or gain further information.

Case Studies & Success Stories

Quarter 3, 2023 – 2024

Community Change Makers

Community Change Makers is a community group based in Brightmet. Their aim is to bring the community together and create friendships through arts and crafts and other creative projects. They had been providing art sessions in a local school and hoped to expand their project to provide adult sessions in the evenings. The group approached Bolton CVS to seek advice about how to expand their reach in their community.

[Find out what happened next.](#)

Willmott Dixon Construction

Willmott Dixon, a construction company with two live projects in Bolton, contacted Samim Vali, Senior Volunteer Development Officer at Bolton CVS, and expressed an interest in supporting local community groups through volunteering.

[Find out what happened next.](#)



Christmas Cheer

The Urban Outreach 'Christmas Dinner on Jesus' project runs every year to provide people across Bolton with a hamper of food and seasonal treats. These people are nominated by various services and organisations and the hampers benefit those who may be struggling financially, are alone over Christmas, are recently bereaved or any number of other reasons.

[Find out how our Social Prescribing Link Worker \(SPLW\) Tracey McCue helped get the hampers to those who needed them most.](#)

Social Investment Success



Recycle-IT! had previously applied for social investment through the Proper Good fund but had been unsuccessful. They needed some expert support and guidance to help them develop the ideas, frameworks, documents and business plans needed to secure social investment loan funding.

[Find out what happened next.](#)

Help with Moving On

Tracey McCue, our Social Prescribing Link Worker (SPLW) received an email asking for bereavement support. Tracey gathered some information on bereavement support and other community and VCSE provision, as requested, before replying to the email.

[Find out what happened next.](#)

Next steps, looking forward to Quarter 4, 2023 – 2024

- 1** Share news stories on our website to showcase the work of Bolton's VCSE sector
- 2** Review the collection of feedback on the Stronger Together training sessions
- 3** Equip Bolton CVS volunteers to run Volunteer Centre
- 4** Encourage VCSE groups to apply for/review the Volunteer Charter
- 5** Look at accessibility of information provided to support groups
- 6** Review membership journey for organisations to have a better experience
- 7** Establish a Voice & Influence working group to help shape and guide infrastructure development
- 8** Develop a legacy plan for the Proper Good Programme