

# Quarter 2 Reporting



**July – September 2024**



## A few words from Beth Warriner, Chief Operating Officer of Bolton CVS...

As we pass the halfway point for this year, we're excited to share our latest report, highlighting our activities and achievements from July to September 2024. We hope that this summary provides a flavour of the passion, power and purpose of the wonderful Voluntary, Community and Social Enterprise (VCSE) sector in Bolton.

Over the past few months, we've worked alongside hundreds of VCSE groups and individuals, providing support through funding, training, new partnerships and connections. It's been a busy and rewarding quarter!

Our Equity, Diversity, Inclusion and Belonging (EDIB) journey has been a big focus this quarter, as we strive to showcase best practice for the sector by making intentional efforts to create and foster inclusive spaces, where everyone is heard and valued.

Each page of this report offers impactful statistics, heart-warming success stories and powerful case studies, which demonstrate the unwavering dedication, enthusiasm and transformative influence of our local VCSE sector.

Thank you to our absolutely brilliant VCSE sector and to all our staff, partners and stakeholders for being a part of this journey with us - your support and collaboration make all the difference. Here's to continuing our great work together!

### Quarter 2 in Numbers

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

- **£702,754.90** in grants and investments made to **59** groups and organisations
- **111** volunteering enquiries managed, **85** individuals received one-to-one support, **75** direct connections made to volunteering opportunities
- **71** VCSE groups and organisations have been supported in a development capacity
- **20** eBulletins delivered to **2,589** people across the sector (weekly, TGI Friday, Funding Bulletin, Proper Good and Bolton CVS Training Programme)
- **13** training sessions with **67** participants
- **1** Voluntary and Community Sector Forum held with **21** people in attendance

# Engagement

Quarter 2, 2024 – 2025



**26,576**

website hits

The most viewed pages this quarter are: 'Bolton CVS Homepage', 'Bolton's Fund', 'Job Vacancies', 'Training & Events', and 'About Our Membership'.



**3,043**

followers

This quarter, we have had **38** new followers and **29** page likes. The Bolton CVS Facebook page now has a total of **2,590** likes.



**602**

followers

This quarter, we have gained **41** new followers.

**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 **2** Proper Good e-shots have been shared.

**44** groups were promoted in the weekly eBulletins.

**10** 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.

# Training

Quarter 2, 2024 – 2025

[Click here to see all the training sessions we held this quarter!](#)



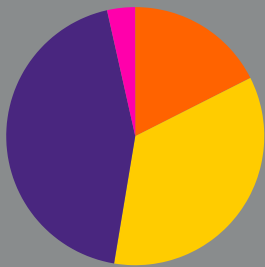
**13** sessions  
**67** participants

13 training sessions with 67 participants from 42 different VCSE groups.

Size of groups accessing training



How individuals found out about our training.



■ Bolton CVS Website (17.54%) ■ Email (35.09%)  
■ Word of Mouth (43.86%) ■ Other Source (3.51%)

## Training Review Survey

In July we launched a Training Review Survey. The aim of the survey was to help us to develop our training programme so that it could continue to meet the need of the VCSE sector, and we received **57** responses.

The survey contained questions about which of our existing training sessions work well, and any suggested areas for improvement.

Bolton Council generously donated tickets to Ainsley Harriot's events at the The Bolton Food and Drink Festival, and everyone who completed the survey was entered into the prize draw.

Winners included South Sudanese Community Association and IPoint - Congratulations!

[Read some training feedback that we have received.](#)



# Funding & Grants

Quarter 2, 2024 - 2025

**7**

Funding programmes open

**59**

Grants approved

**£702,754.90**

Total amount approved

**31**

Groups supported

In Quarter 2, Bolton's Fund made up the majority of the funding awarded through grants administered by Bolton CVS (£500,308.22).

Bolton CVS also administered the following grants in Quarter 2:

- Bolton Community Homes Investments Programme
- VRU (Violence Reduction Unit) Community Led Programmes – Trafford – Year 1
- VRU Community Led Programmes – Rochdale – Year 1

Total amount of external funding secured:

**£19,000** Awards for All to Transforming Lives Group.

The following rounds of funding were administered in Quarter 1:

1. Bolton's Fund Micro Grants
2. Bolton's Fund Small Grants
3. Bolton's Fund Medium Grants
4. Bolton's Fund Large Grants
5. Bolton's Fund Partnership Grants
6. Bolton's Fund Household Support Fund 5

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

*'We have been successful in receiving £19,000 from Awards for All, to pay for our first paid member of staff since we set up 10 years ago.*

*I am taking this opportunity to say thank you dearly for your support and help throughout the process.'* - **Transforming Lives Group**

# Volunteering

Quarter 2, 2024 - 2025

**111**

Volunteering enquiries

**85**

1-2-1 support

**75**

Direct connections made

**43**

Organisations supported

**126**

Volunteering opportunities promoted

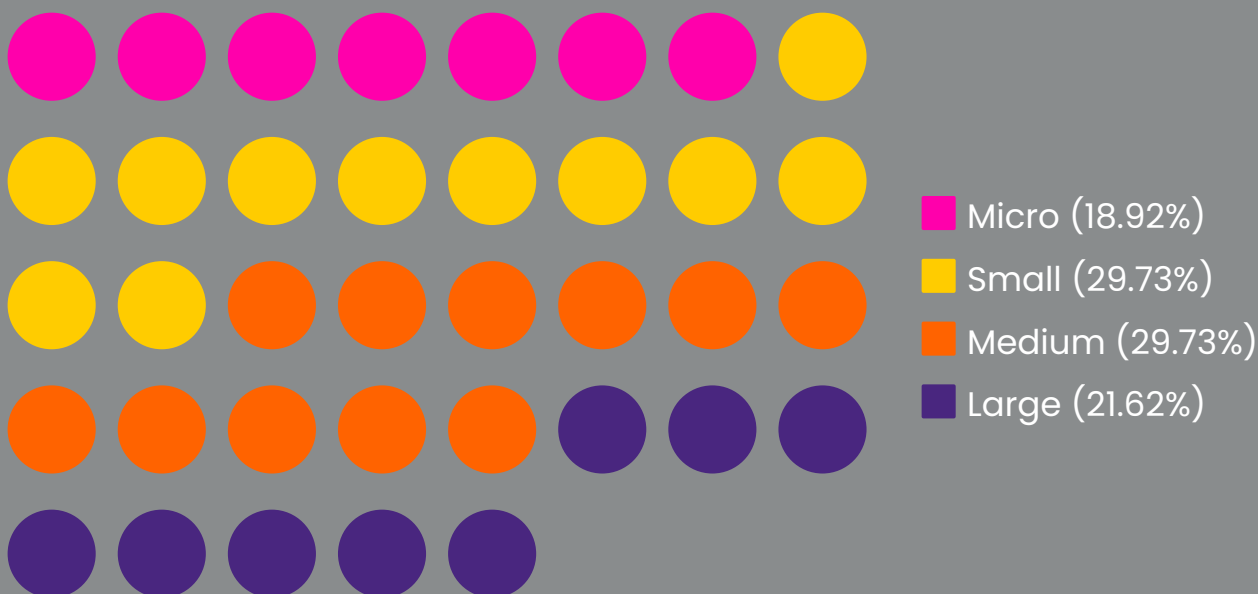
This quarter, **1** Volunteer Development Network meeting was held, which **8** people attended who were interested in learning more about volunteering.

Bolton CVS has **3** volunteers, who this quarter gave **152** hours of their time.

**21** people volunteered as Bolton CVS grant assessors during this quarter.

Our Refugee and Asylum Seeker Volunteer Development Officer (RASVDO), Debbie, and our Family Hubs and Environmental Volunteer Development Officer (FHEVDO), Nicola, attended a Learning Skills and Jobs Event. The event was organised by Ingeus for people to engage with various services connected to employment and volunteering. They also attended the Citizens Advice Volunteering Event; an opportunity to promote volunteering and showcase how Bolton CVS can offer volunteering opportunities through the website. In total, they engaged with **96** people.

## Size of Group Supported



# Refugee and Asylum Seeker Volunteering

Quarter 2, 2024 – 2025

Our Refugee and Asylum Seeker Volunteer Development Officer (RASVDO), Debbie, has supported Bolton ESOL Advisory Service to develop volunteering drop-in sessions at Bolton Library. **2** sessions have been scheduled.

Debbie has consulted with Elite Tuition, Khidmah Women's Group and Bolton Housing Care and Support about promoting their volunteering opportunities to a wider audience through the Bolton CVS website, and also about the Volunteer Charter.

Debbie has also met with BRASS to discuss the possibility of holding a Volunteering Event to raise awareness of volunteering and supporting the local community, as well as meeting with GMCA to discuss potential barriers for certain communities when applying for funding.

Through this work, Bolton CVS regularly supports BRASS, Precious Gems, Believe Achieve, North Bolton Support Group, Bolton Solidarity Community Association & Gateway as part of the Positive Pathways Programme, and a Benefits of Volunteering session is being planned.

# Family Hubs and Environmental Volunteering

Quarter 2, 2024 – 2025

**Family Hubs Engagement:** Our Family Hubs and Environmental Volunteer Development Officer, Nicola, engaged with **11** people during **2** drop-ins at the Family Hubs to promote volunteering.

Nicola has also been supporting groups from the VCSE sector to utilise space at the Family Hubs. Cooking Wizard and Creative Ideas2u CIC will be running their sessions from November, and Odyssey9 are looking at do the same.

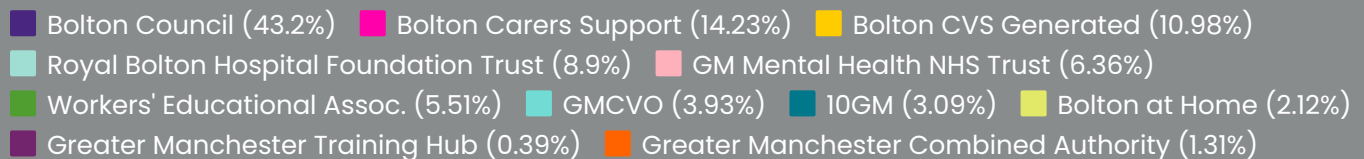
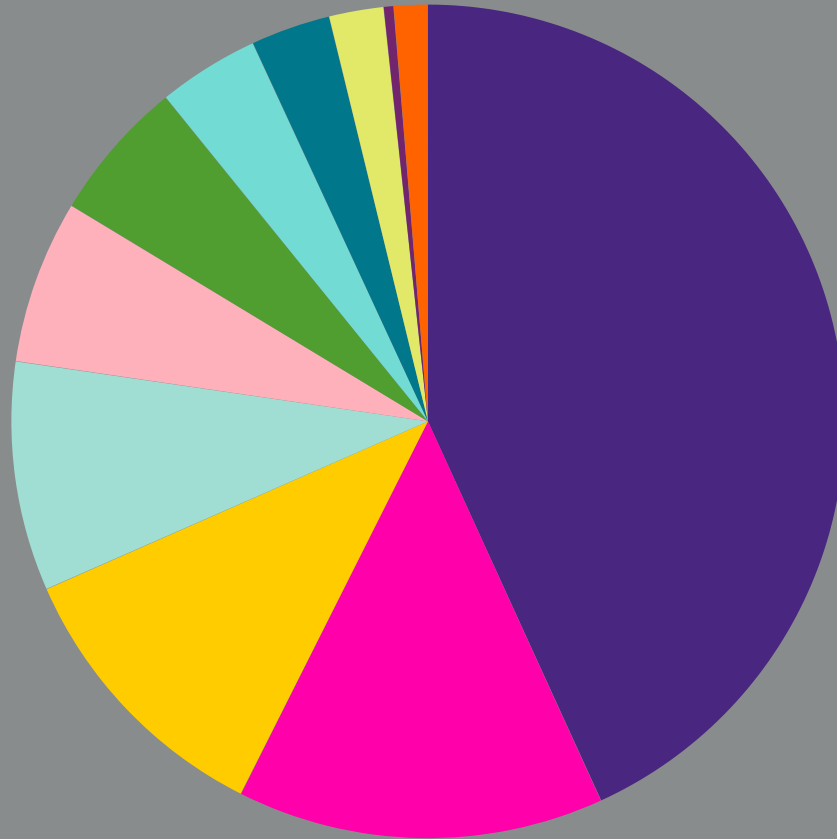
In addition to this, Nicola will be running the Benefits of Volunteering workshop in all of the Family Hubs every 4 weeks, starting from October.

**Environmental Initiatives:** Nicola has supported **11** groups in adopting best practices for recruiting and managing volunteers. **5** of these groups are in the process of applying for the Volunteer Charter, and Special Needs Under Fives (SNUFS) has completed their journey to achieve the Volunteer Charter.

# Income

Quarter 2, 2024 – 2025

Total income for Quarter 2: **£471,976.38**



Our income stream during the 2nd quarter of this year was generated via the following funders & programmes:

- **10GM:** UKSPF E26 Social Economy programme
- **Bolton Council:** VCSE Infrastructure Contract, Boltons Fund & HSF – Investments for distribution to the VCSE sector
- **Bolton CVS Generated:** Income from The Bolton Hub Tenants & Room Hire; training & development work
- **Bolton Carers Support:** Unlocking Wellbeing in Bolton
- **Bolton at Home:** Grant contribution to BCH Community Investments
- **GMCVO:** Proper Good programme
- **Greater Manchester Training Hub:** Fellowship programme – Wellbeing & Health Manager contribution
- **Greater Manchester Combined Authority:** 2nd instalment of a grant for the Live Well programme
- **GM Mental Health NHS Trust:** Next Steps – Funding Programme
- **Royal Bolton Hospital FT:** Year 2 – Wellbeing & Health Manager Programme
- **Workers Educations Association:** 1st payment for the Positive Pathways programme



# Wellbeing and Health

Quarter 2, 2024 – 2025

## Smoking Cessation

Smoking contributes to an average of 382 deaths per year in Bolton and more than 2,200 hospital admissions. To try to reduce those numbers, VCSE groups are now being trained to have conversations with smokers to encourage them to join a smoking cessation programme. Every successful 'quit' will not only bring health and financial benefits to the individual, it will help reduce the strain on the NHS, as well as putting much needed funding into the VCSE sector. For more information on how your organisation can help make Bolton healthier – and be paid to do so – contact Bolton CVS' Wellbeing & Health Manager, Liam Hanley – [liam@boltoncvs.org.uk](mailto:liam@boltoncvs.org.uk).



## Winter Pressures

With high numbers of people continuing to attend Royal Bolton Hospital's Emergency Department for non-urgent issues, Bolton CVS, together with Healthwatch, is carrying out a public consultation to better understand how and where people access health care. These insights will help to inform NHS decisions about the design of services and the way in which information about them is communicated to the public. In doing so, it's hoped some of the pressures on the system – especially during the winter months – can be reduced.

## Trauma Informed

Working with A Brilliant Thing CIC, we have developed a toolkit to support charities, community groups and social enterprises to learn about the effects of trauma, and to become "trauma informed". This Trauma Informed Toolkit has been co-designed with a wide range of VCSE groups. [Find out more.](#)

**Homecare Consultation** – Working in partnership with Age UK Bolton, Bolton CVS carried out a consultation last winter for Bolton Council of 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 summary of our findings can be found [here](#).

# Social Prescribing

Quarter 2, 2024 – 2025

**32**

Total referrals

**93**

Organisations referred to

**3**

Events attended

**0**

Group visited

**10**

Partners worked with

## Feedback received on the work undertaken by Tracey McCue, Social Prescribing Link Worker:

### **Manjullah Hirani, Community Physiotherapist:**

*"I am in awe of what you have done for this patient, thank you so much for doing all this and for updating me to avoid duplication. I am still figuring out how to do a formal excellence report for you, it's not quite the same as doing it for someone working within the NHS. Also let's keep talking about your cases in the MDT, I think some of the newer staff just don't realise how many options are out there for helping people".*

### **Richard Bent, Winifred Kettle Centre:**

*"I'd like to acknowledge some recent great examples of integrated working between the west district therapy team and the social prescriber. There have been a couple of heart-warming stories whereby the best outcome for patients has certainly been achieved. This wouldn't have occurred if it hadn't been for the co-location of our teams/services. I'd also like to specifically recognise the contribution of Tracey McCue the Social Prescribing Link Worker who works with such tenacity to achieve these outcomes. The praise and positive feedback that is frequently reported is inspiring".*

# Development

Quarter 2, 2024 – 2025



71

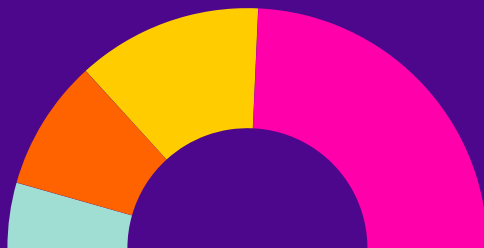
Groups were provided with support in this quarter



15

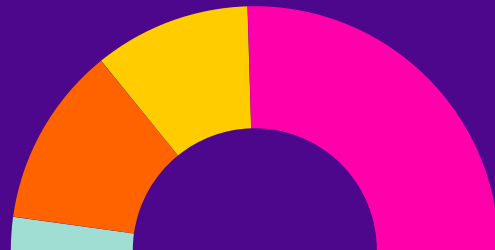
Individuals were supported to set up a new organisation/group, with DBS checks and/or with GDPR advice

Size of organisations supported



Large (8.82%) Medium (17.65%)  
Small (25%) Micro (48.53%)

Hours of support given



Large (4.4%) Medium (23.9%)  
Small (20.75%) Micro (50.94%)



**5 groups** are working towards acquiring the Bolton Mark.

**2 groups** successfully completed the Bolton Mark.

## Types of support given

This quarter, **23** different types of support have been given to groups:

- Support with governance review
- Recruitment
- Access to funding
- GDPR
- Managing money
- Safeguarding
- Charity Commission registration
- Employing staff
- Networking
- DBS checks
- Policy templates
- Developing visions and values
- Amending existing constitution
- Setting up a new organisation
- Using social media
- Insurance queries
- Venues
- Community engagement
- Trustee Boards
- Policy reviews
- Equality, Diversity, Inclusion and Belonging
- Risk assessments
- Training

# Social Value

Our Business Development Manager, Helen, has been working with the Facilities Team to record social value undertaken by The Bolton Hub:

- Supported **30** members of the community, connecting them the right contact, right place or the right organisation.
- Offered **2** room hires for free, to Seddon's and The Clever Project.
- Provided free desk space to **5** people who work in the VCSE sector.
- Continued to recycle batteries and pens.

Bolton CVS staff took part in the Bolton Night Run in June, raising **£198** in sponsorship for The Bolton's Fund.

**3** members of Bolton CVS staff volunteered a total of **9 h** hours on the Back-Up North West Coffee Van at the Bolton Food Festival, taking advantage of Bolton CVS' Employee Supported Volunteering process to claim the time back out of their working hours as a reward.

1 member of staff volunteered **3** hours at High Lawn CP School's Summer Circus event.

In July, Bolton CVS staff came together for a social Swishing Event, a sustainable fashion activity that enables people to donate your own good quality, unwanted clothes to swap with others. **4** bags brimming with clothes, shoes and bags were donated to the charity shop after the event.

**4** members of staff became Neuro-Linguistic Practitioners having completed their training and passed their assessment.

Bolton CVS were the beneficiaries of another organisation's social value - Endeavour will be delivering Domestic Abuse Awareness Training free of charge to the Bolton CVS staff team.

# Membership

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

In total, there are **644** Bolton CVS members. This number is made up of **567** full members, and **77** associate members.

**7** new full members were approved by the Bolton CVS Trustees. These groups are; Bolton Lions Club, Elite Community Hub CIC, Esther Banquet CIC, Kaskosan, Turton and District Probus, The Karmic Collective CIC, The Enterprise Bridge CIC.

**3** associate members were approved; StreetGames, Bee Cared 4, Dementia Adventure.

[Find out more](#) if you are interested in becoming a member of Bolton CVS.

# Social Enterprise

Quarter 2, 2024 – 2025

12

Workshops delivered

6

1-to-1 support given to entrepreneurs

3

LAP funding applications

This quarter:

- **12** workshops delivered to **45** Social Enterprise leaders.
- **3** organisations were supported with the Local Access Partnership (LAP) funding process.
- **10** Social Enterprises and/or entrepreneurs were given one-to-one 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.
- **6** entrepreneurs took part in our tailored business mentoring programme.

## Funding Distribution

- Seed Fund: 5 x £300 grants awarded
- Business Development Grant: 3 x £995 grants awarded



Bolton CVS is proud to be hosting two programmes dedicated to supporting the social enterprise sector; Proper Good and Our Business. Both programmes aim to help social enterprises develop, diversify, and thrive. Our networking, training and events are led by entrepreneurs who know how to run proper businesses that do good in their communities.

This quarter has seen us begin the delivery stage of Bolton's Our Business programme. This funding is enabling us to grow our support offer for social enterprises, with a particular focus on new and emerging leaders and enterprises. A key part of our delivery is the 'Thrive and Prosper' course which is being facilitated by KiN Awesome.

We continue to distribute our Proper Good newsletter and e-shots to over 150 social enterprises, our social media pages are slowly growing their reach and have recently established a Proper Good Bolton LinkedIn page.

The Proper Good Steering Group continue to oversee the management of the Proper Good programme.

# Business Development

Quarter 2, 2023 - 2024

Helen, our Business Development Manager, joined the Farnworth Town Board alongside volunteers, professionals and residents. The Board was tasked with advising Bolton Council on the creation of a Focus on Farnworth 10-year Plan. The proposal, which outlined the prioritisation of the investments in the first three years of the Town's Fund, will be submitted to the Government. Helen was delighted to take the opportunity to highlight the work of the VCSE sector in Farnworth and the need to invest strategically in local community activity.

This quarter, we also put together an application for energy efficiency upgrades throughout The Bolton Hub and hope to hear whether this has been successful in October.

Bolton CVS' work to strengthen the sustainability of the sector through their diversification of income saw a new session developed and delivered; Engaging Corporate Sponsors, as well as one-off session about the opportunities through the new Procurement Act.

The team have also developed sponsorship opportunities for businesses and local stakeholders to invest and support the VCSE sector at Bolton's Fund 5th Birthday Celebration event in December.

## 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.

In this quarter, we had **1,770** visits to The Bolton Hub.

### 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. Email our team at [hub@boltoncvcs.org.uk](mailto:hub@boltoncvcs.org.uk) if you are looking to rent a flexible desk space, we will be happy to provide more details.

*'Happy friendly service, really pleased with how welcoming the Facilities Team have been during the booking process.'* - **Jackie Tindall (Disability Positive)**



# Influential Voice & Collaboration

Quarter 2, 2024 – 2025



This quarter, our Voice and Influence project has focused on 3 key areas. These are:

1. Partnerships and Collaborations
2. Influence Space Change
3. Equality, Diversity, Inclusion and Belonging (EDIB)

## Partnerships and Collaborations

The shift towards partnership working has really been seen this quarter as we have worked hard to socialise the idea that more collaborative working will make us more sustainable as a sector. The Voice and Influence spaces have developed more purposeful meanings because of this change.

Alongside this, we have continued to develop our cross-sector relationships by learning and growing together, gaining a deeper understanding of each others way of working, as well as limitations in the process.

We are now deeply involved with the [Communities of Practice](#), [Improving Population Health](#) and [Democratic Innovations](#) programmes. By aligning Bolton Council's Public Health team with Bolton CVS' reach into local communities, we aim to create participatory democratic solutions and avenues of influence for community voice. [Find out more.](#)

We also shared Bolton's co-designed 5-year VCSE Strategy with leaders of both Bolton's VCSE sector and Bolton Council. Aligning strategies around prevention ensures we are working towards similar goals.

Partnership and collaborative working is very important at Bolton CVS, members of our team continue to participate in **120** strategic boards, networks and partnerships across Bolton and Greater Manchester.

## Influence Space Change

We have continued to consult, co-design and co-deliver our Voice and Influence spaces with attendees. The VCSE Leaders Network is now more strategic, with the development of a new space called the 'Strategic Representatives Network'. We hope this move will enable a more collective VCSE voice.

## Equality, Diversity, Inclusion & Belonging (EDIB)

Bolton CVS is proud to have an established EDIB working group, made up of staff working across a variety of projects. This quarter, we added the B (Belonging) to this working group's title in an intentional move towards being more reflective of the intended outcome of our EDI work; creating a sense of true belonging!

Alongside this, we ran an internal session with all Bolton CVS staff to discuss Allyship - what it means to us individually, and how we as an organisation can support leadership of those most impacted.

# Case Studies & Success Stories

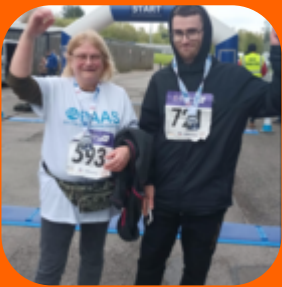
Quarter 2, 2024 – 2025

## Farnworth Long Term Plan

Helen Clayton, Business Development Manager, was invited to join the Focus on Farnworth Board alongside volunteers, professionals and residents who were tasked with advising the council on the creation of a Focus on Farnworth 10-year Plan.

[Read more about how Helen highlighted the work of the VCSE sector in Farnworth.](#)

## A Boost for BAAS



Bolton Adult Autism Support (BAAS) needed funding to help them to set up their new premises and decided to use the local charity event, *The Bolton Community 10k*, to help them fundraise.

[Read more on how BAAS raised the funds and reached their goals.](#)

## Goodbye and Good Luck to Nina



Nina joined the Peer Navigator Programme in May 2023. She was assigned to the Little Lever area with the aim of working with older residents to improve their quality of life.

[Read about Nina's journey as Peer Navigator and future plans.](#)

## Empowering Young Readers



Tom Allon (Development Team Volunteer) supported local resident, Lesley, to find a suitable volunteering opportunity. Tom suggested an initiative in local schools to help children with their reading skills. Lesley attended her first session with the children and spent two hours listening to them read and identifying words that they struggled with. Lesley has since completed two more sessions with the children.

[Read how Lesley is building rapport with the children.](#)



# Case Studies & Success Stories

Quarter 2, 2024 – 2025

## Looking for alternative means of support

Our Social Prescribing Link Worker, Tracey McCue, had a recent referral for a 53 year old woman with numerous health conditions. She had been referred as she wanted to lose weight and access some gentle exercise sessions. On contacting the patient, Tracey was told that she was facing financial barriers and was struggling to pay bills and afford food.

[Read more on how Tracey supported the patient.](#)

## On Your Own Club



In recent years, with the general cost of living increase, the group reported that members were struggling to afford their trips, creating a massive barrier to inclusion. The group also reported that running the weekly coffee morning was proving difficult, with the increasing cost of room hire, food, tea and coffee.

[Read how Bolton CVS supported them.](#)

## Networking for the future



We held our summer networking event at The Bolton Hub, the room was full of entrepreneurs with innovative ideas, to do business for social good. The theme of our session was Voice and Influence – there is huge value in bringing people together over a pasty and a chat. That's where the magic often happens!

[Read more about the enthusiasm that took place](#)

## A New Chapter for SNUFS



The group contacted Bolton CVS for support and worked with various members of the Development Team to strengthen their CIO application. Bolton CVS staff advised them to perform a Health Check on their organisation to find out if there were any areas for improvement.

[Read more about their achievements.](#)

# Next steps, looking forward to Quarter 3, 2024 – 2025

- 1 Perform Health Checks across Bolton CVS social media**
- 2 Arrange Volunteer Development Meetings at various venues out in the community**
- 3 Organise training for VCSE groups involved in the Smoking Cessation programme**
- 4 Signpost groups to the Trauma Informed toolkit**
- 5 Continue to develop the offers available for members**
- 6 Build on current EDIB work, including a Belonging-focused AGM in November**
- 7 Work with a new digital storyteller to look at new ways to share the story of Proper Good**
- 8 Develop and review insight gathering and sharing of documents**