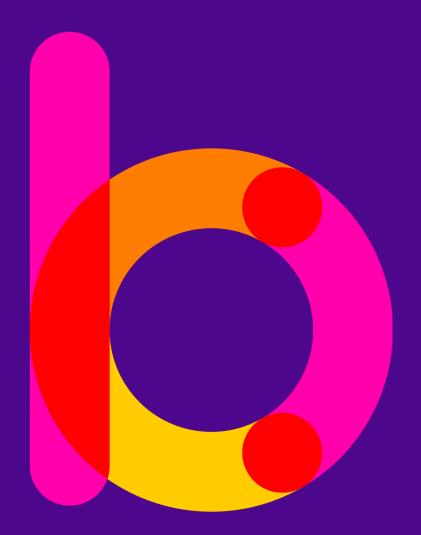
Quarter 3 Reporting



October - December 2024

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

As we reflect on this past quarter, one thing remains clear: Bolton's voluntary, community, and social enterprise (VCSE) sector continues to be the beating heart of our borough. The dedication, resilience, and passion of our sector never cease to inspire. Together with partners, the VCSE sector are making a tangible difference in people's lives, even in the face of significant social and economic challenges.

The past few months have demonstrated, more than ever, the power of collaboration. By working in partnership across sectors, across communities, and across organisational boundaries, we are not only strengthening our individual efforts but also building a collective force for good. Whether it's through training opportunities, distributing vital funding, bringing community insight into decision making spaces or championing social value, Bolton CVS has been proud to stand alongside you, ensuring that the people of Bolton receive the support they deserve.

This quarter, we have witnessed remarkable achievements: funding that has enabled grassroots organisations to innovate, training that has equipped leaders with new skills, and volunteerism that has enriched lives and strengthened communities. We have celebrated success stories that remind us why we do what we do, and we have laid the groundwork for future plans that will drive even greater impact.

To all our partners, your commitment and collaboration are vital. To our incredible VCSE sector organisations and groups, members, volunteers, and staff, you are the lifeblood of our shared ambition to improve the lives and experiences of Bolton people. Thank you for your dedication, your passion, and your belief in a better Bolton.

Let's continue to build a future where everyone has the opportunity to thrive.



- groups and organisations
- 252 volunteering enquiries managed, 211 individuals received one-to-one support, 169 direct connections made to volunteering opportunities
- 73 VCSE groups and organisations have been supported in a development capacity
- 21 eBulletins delivered to 3,348 people across the sector (weekly, TGI Friday, Funding Bulletin, Proper Good and Bolton CVS Training Programme)
- II training sessions with 69 participants
- I Voluntary and Community Sector Forum held with 33 people in attendance

Engagement Quarter 3, 2024 - 2025



3,076 followers and **12** page likes. The Bolton CVS Facebook page now has a total of **2,602** likes.



This quarter, we have gained **40** new followers.

13 weekly eBulletins, **3** Trustee, Governance and Information (TGI) Friday e-shots, **3** Training Programme e-shots and **2** Proper Good e-shots have been shared and sent out to **3,348** recipients.

51 groups were promoted in the weekly eBulletins.

16 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 were mentioned **4 times** in The Bolton News this quarter.

Events Quarter 3, 2024 - 2025



This quarter, we held our Annual General Meeting at Bridge Coffee House, exploring themes of Belonging and debuting our all new funding portal, allowing our members to search for relevant funding on their own terms. We also gave our members a sneak peek of our Equity, Diversity, Inclusion and Belonging Statement ahead of it being shared publicly the following week. We were all excited to elect three new trustees to our trustee board: Angela Kelly, David Germaine, and Minesh Patel.

Meet our new



Karen Arkwright, Senior Development Officer, attended Recycle IT's 3rd Birthday celebrations. The event was a chance to showcase all that had been achieved since the business began. The social enterprise diverts digital waste from the tip, using it to build affordable computers and phones for 'digitally excluded' people. Recycle IT also runs a digital Hive providing opportunities for schools, colleges and local VCSE groups to learn new skills.



Bolton Council Staff Volunteering Event: Samim and Debbie from Bolton CVS' Volunteer Development Team attended this event.

The aim of the event was to encourage Bolton Council staff to take on staff volunteering days and connect with volunteering opportunities that were available. They engaged with **25** staff members.



ESOL Carers' Fair at Bolton College: Nicola and Debbie from Bolton CVS' Volunteer Development Team attended this event.

The aim was to support next steps for ESOL students by promoting volunteering. 10 other organisations were at the event offering jobs or further support for the students. They engaged with **25** students who signed up for volunteering.

Bolton's Fund 5th Birthday Quarter 3, 2024 - 2025

On December 5th, Bolton's Fund celebrated it's fifth birthday with an Awards Ceremony hosted by Bolton Council, designed to celebrate all the fantastic work that has come out of the £6.5 million distributed to voluntary, community, and social enterprise organisations across the Bolton area.

The awards ceremony recognised groups whose projects have best reflected the six Bolton's Fund outcomes: Start Well, Live Well, Age Well, Prosperous, Clean and Green, Safe, and Strong and Distinctive.

Winners were awarded £500 as a way to thank them for the fantastic work they've done to deliver projects, services, and activities for the people and place of Bolton.

Award Sponsors

- Bolton CVS
- Adullam Homes
- Bolton Wanderers in the Community
- Lightful Ltd.
- Seddon

Winners

Bolton Toy Library Start Well

Henshaws Live Well

Bolton Hindus Age Inspiration **Age Well**

Re-cycle IT **Prosperous**

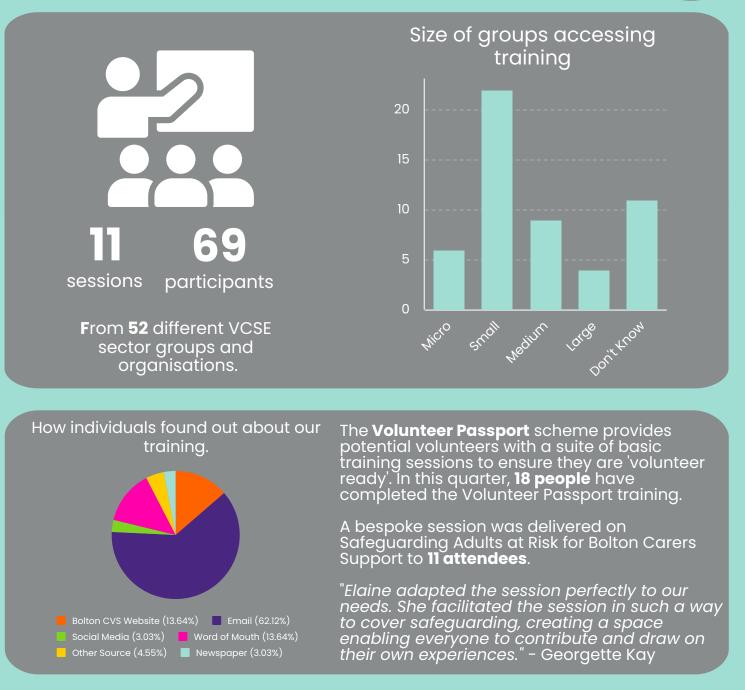
Halliwell Environmental Ramblers Association **Clean and Green**

Changing Life Directions Safe, Strong, and Distinctive



Training Quarter 3, 2024 - 2025

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



The Essential Trustee

"The clarity and enthusiasm of the presenter. Pitched it at just the right level. Excellent introduction to being a trustee." - Barend Anthon

Introduction to Volunteer Management

"Interactive and allowed interaction between groups in person. Samim is a great trainer, it will help me communicate and understand the needs of the volunteers who support our services in Bolton." - Carlton Milenković, Henshaws

Introduction to Equity, Diversity, Inclusion and Belonging

"This was a refresher and as it is now known as EDIB, with further new information, I found it very useful and thought provoking." - Margaret Cromarty

Funding & Grants Quarter 3, 2024 - 2025



In Quarter 3, Bolton's Fund made up the majority of the funding awarded through grants administered by Bolton CVS (£333,101.00).

Bolton CVS also administered the following grants in Quarter 3:

- Bolton's Fund 5th Birthday Awards (funded by external sponsors and Bolton CVS)
- Bolton Community Homes Grants
- Standing Together Partnership Grants
- Eric Wright Charitable Trust Grants

The following rounds of funding were administered in Quarter 3:

- 1. Bolton's Fund Micro Grants
- 2. Bolton's Fund Small Grants
- 3. Bolton's Fund Medium Grants
- 4. Bolton's Fund Partnership Grants
- 5. Bolton's Fund Household Support Fund 6
- 6. Bolton's Fund Winter HAF
- 7. Hate Crime Awareness 2025

The summary reports for Bolton's Fund awards can be found here.

Bolton CVS launched the **Open4Community funding portal** in November 2024. This new free to use funding database is provided to **member organisations** of Bolton CVS, giving access to nationwide funding opportunities.

Matthew Godfrey from Idox led an introductory session for member organisations in November 2024. Since the launch, **39** member organisations have registered to the funding portal.











Volunteering Quarter 3, 2024 - 2025



This quarter, **12** people attended our Volunteer Development Network meeting to learn about supporting and managing volunteers.

Bolton CVS has **3** volunteers as part of our Volunteer Development Team, who this quarter gave **158 hours** of their time.

1 'Benefits of Volunteering' workshop was delivered to **14** participants and a bespoke 'Introduction to Volunteering' session was delivered to **13** participants.

25 people volunteered as Bolton CVS grant assessors during this quarter.

Size of Group Supported



Micro (34.04%) Small (23.4%) Medium (14.89%) Large (27.66%) 6 members of the Bolton CVS team volunteered to support Urban Outreach with the organisation and delivery of the Christmas on Jesus food parcels. It was a great opportunity for many services in Bolton to come together and support the most vulnerable.

Family Hubs and Environmental Volunteering Quarter 3, 2024 - 2025

Family Hubs Engagement: Our Family Hubs and Environmental Volunteer Development Officer, Nicola, has been working with the community by holding 12 drop-in sessions at Family Hubs, engaging with 20 people. She delivered 12 Benefits of Volunteering taster sessions and as result of these, 4 people have started their volunteering journey. With the support of Nicola, a newly constituted group, Cooking Wizard will start delivering cooking sessions at 3 Family Hubs from January 2025.

<u>Have a look</u> at the Family Hubs programme and what is happening in your community.

Environmental Initiatives: Nicola has supported Bolton Adult Autism Support to achieve their Volunteer Charter and Bolton Mark. 4 more groups have been supported through their journey to achieve the Volunteer Charter.

Peer Navigators Quarter 3, 2024 - 2025



Farnworth Peer Navigator, Stuart, and Environmental Peer Navigator, Jon, participated in a clean-up day with Farnworth residents, Bolton at Home and other local agencies on Hall Lane in Moses Gate. They also assisted with a clean-up day on Fearnhead Close, Farnworth.

Stuart supported Halloween and Christmas events held at Bolton at Home's Hesketh House Community Centre, in Farnworth. Both events were very well attended and deemed a huge success.





Jon has been helping with the construction of a summer house on Red Lane Community Allotment in Breightmet. This summer house will provide volunteers with shelter and a warm place to take breaks and share ideas.



Jon has also supported the Bankfield Community Growing Project. He has built a strong relationship with the local community and is working hard to restore the site to its former glory following its lack of use during the lockdown. The goal is to engage the culturally diverse local community and encourage the sharing of growing knowledge and skills from around the world.

Halliwell Peer Navigator, Emily, has spent time supporting Bolton at Home's Working Wardrobe at The Market Place in Bolton. Working Wardrobe helps customers make the best first impression at job interviews by providing no-cost interview clothing and advice. In addition to organising the donations, Emily used her design background to create window displays and floor arrangements for the project.

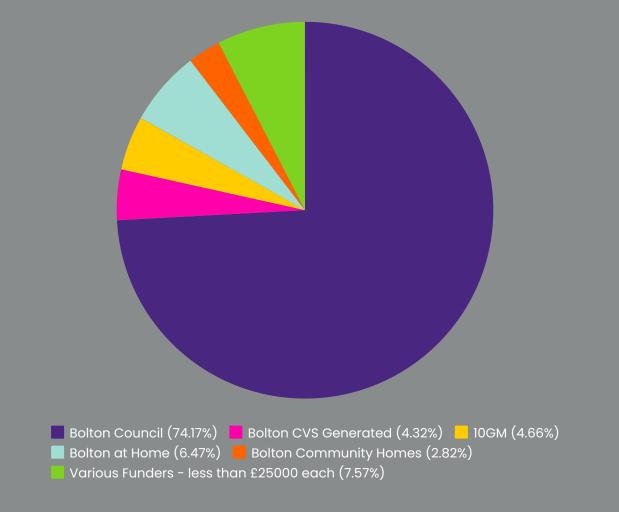
Emily has also been working with the Four Seasons Gardening Group in Halliwell, who are opening their site to local groups to educate the community about growing and outdoor skills. She helped connect them with a local school, whose students have participated in woodworking and gardening sessions.





Income Quarter 3, 2024 - 2025

Total income for Quarter 3: £1,235,489.97



Our income stream during the 3rd quarter of this year was generated via the following funders & programmes:

- 10GM: UKSPF E26 Social Economy & E11 Voice and Influence programmes
- **Bolton Council:** VCSE Infrastructure Contract, Boltons Fund/HSF/HAF investments for distribution to the VCSE sector, Standing Together & Hate Crime investments for distribution, Public Health Strategic Monitoring grant, Family Hubs programme
- Bolton CVS Generated: Income from The Bolton Hub Tenants & Room Hire; training & development work
- Bolton Carers Support: Unlocking Wellbeing in Bolton
- Bolton Community Homes: Community Investment programme
- Bolton at Home: Peer Navigator programme
- GMCVO: Proper Good programme
- Greater Manchester Training Hub: Fellowship programme Wellbeing & Health Manager contribution
- Greater Manchester Combined Authority: Violence Reduction Unit (VRU) programme
- GM Mental Health NHS Trust: Next Steps Funding Programme
- The Christie NHS FT: Early Cancer Diagnosis Strategic Development
- Workers Educations Association: 1st payment for the Positive Pathways programme
- Greater Manchester ICB: Bolton CVS/Healthwatch Urgent Care

Wellbeing and Health Quarter 3, 2024 - 2025

Smoking Cessation

VCSE sector groups and organisations across the borough are now actively involved in helping to address one of our biggest public health priorities reducing the number of people who smoke. Smoking is estimated to contribute to an average of 1 death every day of the year in Bolton and more than 2,200 hospital admissions annually. This quarter, representatives from 8 VCSE sector groups and organisations have been trained to have conversations with smokers to encourage them to join a smoking cessation programme. Every successful Bolton 'auit' 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 or group can help make Bolton healthier – and be paid to do so - contact Bolton CVS' Wellbeing & Health Manager, Liam Hanley - liam@boltoncvs.org.uk.

Lung Cancer Engagement

Bolton CVS has been commissioned by the NHS to work with the VCSE sector to help raise awareness of the signs and symptoms of lung cancer. A series of workshops are being held to give groups the information they need to share with their communities.

Urgent Care

With high numbers of people continuing to attend Royal Bolton Hospital's Emergency Department for non-urgent issues, Bolton CVS, in partnership with Healthwatch, has carried out a public consultation to better understand how and where people access health care. More than 150 people attended 12 focus groups and almost 300 people completed a survey. These insights will help Bolton NHS to make informed decisions on the design of their services.

Compassion Circle

Working with the organisation 'A Brilliant Thing', Bolton CVS have overseen the co-design of a toolkit to support the VCSE sector to learn about and become 'trauma informed'. Now, we're looking to build on this work through a new programme called Compassion Circle, which aims to embed healing-centred practices across the work of VCSE organisations. It will involve sharing powerful tools, immersive training, coaching and mentoring, as well as developing a network of advocates of this way of working.

Social Prescribing Quarter 3, 2024 - 2025



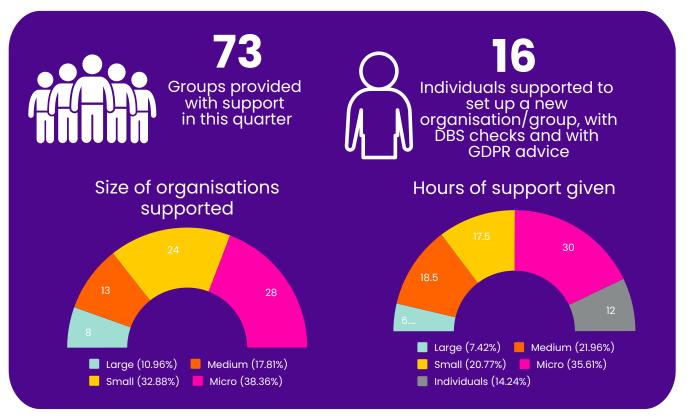


Feedback received on the work undertaken by Tracey McCue, Social Prescribing Link Worker:

Laura Mason, Specialist Occupational Therapist:

"It is always so lovely to hear your feedback and greatly appreciated – it takes time and I know you are one busy lady. It's so warming to hear beyond our therapy input. This patient will really appreciate the taxi vouchers and I hope they get an application in too. Great idea nominating him for a hamper. Thanks for all your support".

Development Quarter 3, 2024 - 2025





5 groups are working towards acquiring the Bolton Mark.

Types of support given

This quarter, **15** different types of support have been given to groups:

- General Governance
- Recruitment
- Access to funding
- Getting ready for funding
- Managing money
- Access training
- Setting up risk register
- Digital Skills
- Networking

- Policies
 - Premises
 - Registering with Charity Commission or Company House
 - Trustee Skills Audit
- Trustee training
- Setting up a new organisation
- CIO, CIC or community group

Following a governance review the Development Team were asked to support Banana Enterprise Network to develop an action plan around their approach to Equity, Diversity, Inclusion and Belonging (EDIB).

Elaine Butt, Development Manager, and Karen Arkwright, Senior Development Officer, provided two sessions for trustees and senior employees which helped them to understand the basics of EDIB. They also explored what they already had in place, where they could improve and what new ideas they could consider moving forward.

This was followed up by an overview of the sessions and suggestions of what could be included in the initial action plan.

Social Value

The Facilities Team at The Bolton Hub have started recording the social value they provide for the VCSE sector and the local community:

- Free accredited Fire Marshall training delivered to Bolton CVS staff and tenant organisations at The Bolton Hub we now have **11** Fire Marshalls.
- Supported 23 members of the community, connecting them to the right contact, right place or the right organisation and offered a further 11 people in-depth oneto-one support.
- Room hire offered for free, to Krimmz Girls Youth Club.

Bolton CVS staff, friends and tenants of The Bolton Hub collected:

- 50 packs of crackers collected for the Urban Outreach Christmas Dinner on Jesus appeal.
- 5 bin loads of kitchen equipment for Cracking Good Food's Kitchen Call Out appeal.
- 2 boxes full of toys for Bolton Lions Christmas Toy appeal.

70% of Bolton CVS's spending was kept local in Bolton, contributing to the local economy.

7 staff enthusiastically completed **28.5 hours** of Employee Supported Volunteering at Friends of High Lawn PTA, Urban Outreach and Brownlow Fold Primary School.

Membership

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

In total, there are **647** Bolton CVS members. This number is made up of **570** full members, and **77** associate members.

Find out more if you are interested in becoming a member of Bolton CVS.

We asked some of our recent applicants why they want to become a member of Bolton CVS and here are some of the responses:

"It's about being part of positive networks in Bolton. We want to invest in our own networks and be able to support other organisations, just as they can support us. Bolton CVS are also a great source of information and can help us access funding". - Naomi Lord (Co-Director) Creatives Now CIC

"We have already had a lot of support through the Proper Good Programme. We see that Bolton CVS can provide us with support and opportunities and we want to be able to reciprocate and support Bolton CVS". - Sharon Bailey (Co-Director) Get Up Keep Going CIC

Social Enterprise Quarter 3, 2024 - 2025



Bolton CVS is proud to be hosting **2** programmes dedicated to supporting the <u>social enterprise sector</u> - Proper Good and <u>Our Business</u>. 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 businesses that do good in their communities.

No-nonsense support to start or grow your social business

The Foundation for Social Investment

This guarter has seen us continue the delivery of Bolton's Our Business programme. This funding is enabling us to grow our support offer for social 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 we have recently established a <u>Proper Good Bolton LinkedIn</u> page. We will be working closely with Uncivilised Media to reinvigorate our marketing.

The Proper Good Steering Group continue to oversee the management of the Proper Good and Business Mentoring programmes. 31 entrepreneurs have taken part in the mentoring programme, with over £30,000 being given in business development grants.

Business Development Quarter 3, 2024 - 2025

We helped to organise Bolton's Fund's 5th Birthday Celebration event in partnership with Bolton Council. Some of our supporters sponsored the event ensuring that each VCSE sector winner took home a donation of £500.

Sponsors included Bolton CVS, Bolton Wanderers in the Community, Seddons, Adullam Social Enterprises and Lightful Ltd. <u>Read more here</u>.

To support VCSE organisations to increase their knowledge about how to develop business partnerships, we developed and ran a workshop in December focused on Unlocking Corporate Sponsorship. It was attended by **7** VCSE representatives. Here is some feedback received:

"Great session. I find everything covered works for our event and I learned some new elements on how to approach businesses".

Accessibility Quarter 3, 2024 - 2025

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 **1,923** 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@boltoncvs.org.uk if you are looking to rent a flexible desk space, we will be happy to provide more details.

"Once I submitted the booking form, the communication from The Bolton Hub team was excellent. Thank you for the smooth process".

Influential Voice & Collaboration

Quarter 3, 2024 - 2025



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

- 1. Partnerships and Collaborations
- 2. Making Spaces More Purposeful
- 3. Equity, Diversity, Inclusion and Belonging (EDIB)

Partnerships and Collaborations

We're working to bring Bolton Council's Public Health team and Bolton CVS' community networks closer together, to co-create democratic solutions that amplify community voices. A highlight was sharing Bolton's co-designed <u>VCSE</u> <u>Strategy</u> with both sector leaders and Bolton Council. Aligning our strategies around prevention will help ensure we're all working towards a common purpose.

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.

Making Spaces More Useful

We've kept up the work of consulting, co-designing, and co-delivering our Voice and Influence spaces with everyone involved. There is now a general understanding that working together will make our sector more sustainable. As a result, the Voice and Influence spaces are becoming even more meaningful, with plenty of new opportunities for all attendees.

If you would like to find out more about each of the Voice and Influence spaces' purpose, these can now be viewed on our <u>website</u>.

Equity, Diversity, Inclusion & Belonging (EDIB)

The Bolton CVS EDIB Working Group continues to meet monthly to keep the momentum going on our EDIB Action Plan. We're continuing to review our strategic goals and to work out the best steps to achieving them. This all started with the launch of our EDIB statement at the Annual General Meeting, where we chose to focus the evening on the theme of 'belonging'. During the event, we <u>shared</u> what belonging means to us at Bolton CVS and invited attendees to reflect on what it means to them – both personally and within their organisations.

Case Studies & Success Stories Quarter 3, 2024 - 2025

A Question of Communication

A referral came through after a conversation between the Social Prescribing Link Worker (SPLW) and one of the physiotherapists. The referred person has been deaf all his life and has little means of communication other than British Sign Language (BSL).

Find out how our SPLW got the right support for the deaf person.

Exemplary Collaborative Working



Margaret from Bolton Housing Care and Support approached Debbie, our VCSE Development Officer, about the Positive Pathways Programme for one of her tenants. During the conversation, Debbie suggested some online websites and games for other tenants. However, although Wi-Fi is available, there was no IT equipment for them to use.

Find out what Debbie did next.

It will all be alright in the end...



Back in April 2024, Niki, Volunteer Coordinator at SNUFS, contacted Elaine Butt, Development Manager at Bolton CVS, asking for support as their most recent funding application had been turned down on the basis of their legal structure and Niki was concerned about the future of SNUFS.

Read more on what support was given by Elaine.

Volunteering Journey for Person A

Person A (who wishes to remain anonymous) was going through a difficult time in their personal life and was referred to Bolton CVS volunteering services.

Nicola, our Family Hubs and Environmental Volunteer Development Officer (FHAEVDO) at Bolton CVS, discussed Person A's skills and interests. After listening to Person A's preferences, Nicola supported her by going through volunteering opportunities on the Bolton CVS website.

Read more to find out what happened next.

Case Studies & Success Stories Quarter 3, 2024 - 2025

Launch of Proper Good Impact Report



Alongside GMCVO, the local delivery partners (Bolton CVS, Upturn in Oldham, Sector 3 in Stockport, and Wigan and Leigh Community Charity) launched an impact report reflecting on the programme's first two years of delivery (2022-2024).

Find out the difference Proper Good has made.

Creating a Legacy of Empowerment



Safia first contacted Bolton CVS in April of 2024 to introduce herself and her idea for a new group: a women's hiking group, aimed at BAME (Black, Asian, and Minority Ethnic) women who are isolated or suffering with mental health issues.

<u>Read more about the support given to the group to develop.</u>

Social Enterprise Day 2024



Social Enterprise Day is an annual, national celebration of the social enterprise sector. Our social enterprise sector in Bolton is innovative, exciting and growing; we wanted to bring people together to showcase their services and make useful connections.

Read more about the event that took place.

You Said, We Did!



At the Volunteer Development Network held on 3rd September 2024, Bolton CVS team took the opportunity to facilitate a discussion with the attendees about the format of this meeting, its organisation and to gain ideas for improvement in the future.

<u>Read more on the future of VDN meetings.</u> Also, <u>watch</u> Lica Marchant from Bolton Cares video about the VDN meetings.

Launch of Open4Community Funding Portal

At our AGM in early November 2024, we introduced something exciting – the Bolton CVS Open4Community Funding Portal! This brand-new online tool is available exclusively and for FREE to Bolton CVS member organisations.

Find out more on this new funding and how you can access it.

Next steps, looking forward to Quarter 4, 2024 - 2025

Upskill new staff to be able to deliver training sessions and high quality development support



Host the Greater Manchester Volunteering Network Forum at The Bolton Hub



Organise training for VCSE groups involved in the Smoking Cessation programme



Raise awareness around lung cancer and ensure communities are involved in workshops

Continue to seek opportunities to enhance our membership offer



Continue with EDIB work and ensure transparency around learning



Develop and review insight gathering and sharing of documents