

Bolton Council

Report to: External Organisations Scrutiny Committee

Date: 8th November 2007

Report of: Chief Executive

Report No:

Contact Officer: Carol James/Carrie Riley

Tele No: 1347/1087

Report Title: Revenue Funded Organisations

Confidential / Non Confidential:

This report does **not** contain information which warrants its consideration in the absence of the press or members of the public.

Purpose:

To provide the External Scrutiny Committee with information on the annual Service Level Agreements (SLAs) that the Council has with ten community and voluntary organisations in Bolton. The report also provides details about the voluntary sector grants administered by the Council.

Recommendations:

i. Note and comment on the report.

Decision:

Background Doc(s):

Signed:

Leader / Executive Member

Monitoring Officer

Date:

Summary:

The report provides details about the Service Level Agreements that the Council has with ten community and voluntary organisations in Bolton. Details are also outlined in the report about the Voluntary Sector Grants scheme administered by the Council (via the Chief Executive's Department)

1. Background

1.1 Members of the External Organisations Scrutiny Committee will be aware that the Council provides financial support to Bolton's voluntary and community sector – this can either be in the form of **giving, investing or shopping**¹ – a description devised by Julia Unwin (now Chief Executive of the Joseph Rowntree Foundation – it details three modes of funding (part of a healthy funding mix) that a funder might utilise in working with the voluntary, community and faith sectors. In summary, this is:

- **Giving** – grant funding
- **Investing** – support for capacity building and infrastructure
- **Shopping** – purchasing/commissioning specific services

1.2 The remainder of this report will concentrate mainly on the **shopping** aspect of this funding mix and will provide details on the annual service level agreements (SLAs) that the Council (via the Chief Executive's Department) has with ten of Bolton's voluntary and community sector organisations. These are grants to provide services which are of a Borough wide / general nature. In addition there are other relationships with the community and voluntary sector across other Council Departments who commission specific specialised services to them for example Adults and Children's Services Departments. Support is also given to some groups by way of notional rents for groups that work from Council owned buildings. The Council is currently conducting an audit around buildings / premises and the nature of their use. The report will also provide details of the Council's Voluntary Sector Grants Scheme that is also administered through the Chief Executive's Department.

2. Service Level Agreements – Background

2.1 As outlined above, the Council has one year service level agreements with ten voluntary and community sector organisations that reflect the service provided by each organisation and the revenue funding granted by the Council. An example service level agreement is attached at **Appendix A**. Each of the ten organisations are commissioned by the Council (via the Chief Executive's Department) to provide a level of service that is of a strategic or borough-wide nature (as negotiated in each service level agreement) – the voluntary and community groups do not make bids for this revenue support.

2.2 The ten groups are listed at **Table A** together with the grant aid for the current financial year – 2007/2008. Members will note from the table below that there is a range of financial support across the ten organisations – this reflects the level of service as detailed in each service specification – part of the service level agreement.

2.3 As outlined above, each group has a service level agreement with the Council and part of the agreements includes a service specification. Each service specification is negotiated on an annual basis and allows the Council and the group concerned to reflect changing priorities and need. A copy of each service specification is attached at **Appendix B**

Table A

Group	2007/2008 £
Bolton Citizens' Advice Bureau (CAB)	161,330
Octagon Theatre Trust	135,674

¹ *Grant Making Tango: Issues for Funders*, Julia Unwin (2004/2005)

Bolton Community and Voluntary Service (CVS)	131,396
Bolton Volunteer Centre	52,986
Bolton Racial Equality Council (BREC)	41,146
Bolton District Victim Support and Witness Service	29,066
Bolton Shopmobility	22,597
Bolton Community Transport and Furniture Services	21,436
Relate Greater Manchester North	13,886
Bolton Unemployed Workers Advice Centre	11,210
TOTAL	620,727

3. Service Level Agreements – Governance and Monitoring Arrangements

3.1 Each service level agreement is subject to approval on an annual basis by the Executive Member for Culture, Community Services and Area Working; this follows a series of financial arrangements together with an agreed monitoring process which is outlined below:

Spring	Annual monitoring visit to group – attended by Executive Member for Culture and Community Services, opposition Members and officer from Chief Executive's Department.
1st April	1 st quarter's payment.
May	Group to submit accounts for the 4 th quarter in readiness for 1 st July payment
1st July	2 nd quarter's payment
August	Group to submit accounts for the 1 st quarter in readiness for 1 st October payment
September	Group to submit forecast accounts for the second half of the financial year (1 st October to 31 st March).
1st October	3 rd quarter's payment.
November	Group to submit accounts for the 2 nd quarter in readiness for the 1 st January payment.
November	Group to complete and submit to the Council an annual monitoring report detailing outcomes and achievements, expected changes, organisational information e.g. staffing levels/volunteers and any other issues relevant.
December	Group to submit a budget estimate for the following financial year i.e. 1 st April to 31 st March (inclusive) along with a request for continued grant aid.
December	Discussion to take place between the Council and the group to renegotiate the Service Level Agreement and discuss the budget estimate.
1st January	4 th quarter's payment.
February	Group to submit accounts for the 3 rd quarter in readiness for the 1 st April payment.
February	Group to request continued grant aid and the renegotiated Service Level Agreement will be considered by the Executive Member for Culture and Community Services.
March	Executive Member for Culture and Community Services to consider renewing the renegotiated Service Level Agreements
March	Group to submit forecast accounts for the coming financial year (1 st April to 31 st March), if the grant aid is different from the budget estimate.

Every year there is a monitoring visit to each group in addition to the above. This is so that a review of the service can take place and to ensure that each group is adhering to their monitoring requirements to check quantitative and qualitative information. This is conducted by the Executive Member for Culture, Community Services and Area Working, Opposition Members and officers from the Chief Executive's Department and.

4. Voluntary Sector Grants

4.1 In addition to the commissioned activity with ten of Bolton voluntary and community sector organisations as outlined above, the Council also awards small grants (the 'giving' element of Julia Unwin's healthy funding mix) via its Voluntary Sector Grants Scheme.

4.2 The Voluntary Sector Grants Scheme awards small grants (currently up to £500) for locally based voluntary and community activity through the Council's Area Forums (although there is provision for activity that is of a more borough-wide nature or covers more than one Area Forum). These grants are available to voluntary and community groups/not for profit group in Bolton and supports a wide range of activity in local areas. Each ward is allocated £2000 which means forums with 2 wards have a maximum of £4000 available and forums with 3 wards have access to £6000 this financial year. Examples of grants awarded during the 2007/2008 financial year include:

Forum	Description of grant awarded
Astley Bridge and Smithills	FC Juniors were awarded £500 to provide junior football for girls and boys which helps children learn football skills and play matches in a safe environment. The grant will ensure that the children can continue to train and play football in the winter months.
Crompton and Halliwell	Halliwell Befriending Service were awarded £500 towards activities, transport, room hire, heating and lighting. The service befriends and recruits volunteers to visit elderly, housebound and socially isolated people and on weekly basis to offer companionship. The group has developed a sit in service for carers, social events and shopping trips. The group hopes by setting up activities many elderly, socially isolated and housebound people would benefit from this service.
Farnworth and Kearsley	Stoneclough Striders , a mixture of local mums, young and older women who run twice a week to keep fit were awarded £500 to purchase light reflective vests to ensure they were safe while out running.
Heaton, Lostock and Hulton	£500 awarded to Hulton Lane Clubroom (known as Wallys) on 13th June 2007. It was for a presentation evening to celebrate the success of a group of young girls who have been playing in the Bolton Rounders League for the first time. Wally's has for 10 years been attracting young people in the Hulton Lane area to participate in sports and social activities and to play in a safe environment. The sport has enabled the girls to improve their health and well-being, and engage in positive community activities. The group is in a Neighbourhood Action Plan (NAP) area
Leverhulme	Haulgh Community Partnership - Haulgh Together were awarded £500 to hold a community day, working with various groups within the area, researching what the community would like, sourcing volunteers, refreshments and entertainment. This event is in line with the Haulgh Community Partnership's community cohesion charter "bringing people together"
South	Ghosia Community Youth Voice - this group is run by local community volunteers working on sport type activities involving young children. This group was awarded £500 to run a 20 week hockey programme including coaching and purchase of equipment. The aims of the group are also to enable young people to become good citizens, to teach members social & personal skills. Working with partner agencies to reduce anti-social behaviour amongst young youths.
South Turton	£479.96 was awarded to the 5th Bolton (1st Eagley) Scout Group for the purchase of new tents – to enable young scouts to take part in recreational activities/camps.
Two Towns	£100 was awarded to Horwich Widows on 3 July 2007. It was for the cost of public speakers for a year to address the group about different issues, including support and practical assistance. The Group has been established for 19 years and meets regularly to improve communications and strengthen the local community of widows.
Westhoughton with Chew Moor	£400 was awarded to Eatock Mother and Toddler Group on 19 June 2007. It was for a permanent baby changing unit in the toilets to improve facilities and hygiene standards for children and their parents. The Group has been established for 16 years and is open 3 mornings a

	<p>week. Any prospective parents who visit Eatock Primary School with babies are able to access the Mother and Toddler Group and the Group is promoted by Health Visitors for local parents. Before the grant, babies were changed on the toilet floor which was unhygienic. The toilets are not used by pupils attending Eatock Primary School. The group is in a Neighbourhood Action Plan (NAP) area.</p>
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There are other grant schemes available to community and voluntary organisations some of these include:

- The Vision Grants which are administered by CVS and funded by Neighbourhood Renewal Funding
- Environmental Grants which are administered by CVS funded through the Cleaner Greener Communities Element of the Safer Stronger Communities Fund through the Local Area Agreement.
- Great Lever grants administered by CVS solely for the Great Lever community funded by Great Lever Management

Big Bolton Fund

The Big Bolton Fund is currently in the development stage and this year the Council has agreed to put in £25K of the Voluntary Sector Grant Programme budget to help set up the fund. The fund is currently being set up to be a pot of money that voluntary and community groups in Bolton could apply to for funding and will be administered by Bolton CVS and decisions will be made by a community panel. The money to set up this fund will come from a variety of sources; payroll giving, private and company donations, legacies, dormant trusts and fundraising events.

5. Recommendation

- 5.1 Members of the External Organisations Scrutiny Committee are asked to:
 - ii. Note and comment on the report.

BOLTON COUNCIL

AND

**BOLTON VOLUNTEER
CENTRE**

**SERVICE LEVEL
AGREEMENT**

2007/2008

BOLTON COUNCIL
AND
BOLTON VOLUNTEER CENTRE
SERVICE LEVEL AGREEMENT

THIS AGREEMENT is made on the 2007 between BOLTON COUNCIL (under the hand of CAROL JAMES their Head of Strategic Projects) Town Hall, Bolton, BL1 1RU (hereinafter called "the Council") of the one part and BOLTON VOLUNTEER CENTRE (under the hand of KAREN MINNITT, Chief Officer, Bolton CVS) The Bolton Hub, Bold Street, Bolton, BL1 1LS (hereinafter called Bolton Volunteer Centre) of the second part.

1. PURPOSE OF AGREEMENT

1.1 The purpose of this Agreement is to set out a level of service to be provided by the said Bolton Volunteer Centre in return for the grant aid issued by the Council.

2. PERIOD OF THE AGREEMENT

2.1 The period of the agreement is from 1st April 2007 to 31st March 2008 inclusive of both dates.

3. AIMS AND OBJECTIVES OF BOLTON VOLUNTEER CENTRE

3.1 To support an increase in the quality, quantity, impact and accessibility of volunteering throughout Bolton.

3.2 To take the lead on the development of a borough wide strategy on volunteering and to coordinate joint action planning for volunteering across the Borough.

3.3 To increase support and advice to people seeking voluntary work who live in the Neighbourhood Renewal Areas of Bolton.

3.4 To contribute to increase of volunteering in Bolton by 1%.

3.5 To seek and secure funding to continue the outreach and quality standards work, training and administrative support.

3.6 To develop a system to monitor the contribution that volunteers make in Bolton.

4. FUNDING

4.1 The Council agrees to pay the sum of £52,986 for the period 1st April 2007 to 31st March 2008 and no further funding will be available for the purposes set out in this Agreement for the same period.

5. SERVICES TO BE PROVIDED

5.1 The details of the service to be provided in compliance with this Agreement are set out in the attached service specification at Appendix 1.

5.2 The service should be available to all Bolton residents and the organisation must ensure that no client receives less favourable treatment on the grounds of gender, disability, religious belief, marital status, race or ethnic origin or sexual orientation.

6. EVALUATION AND MONITORING

- 6.1 Bolton Volunteer Centre will provide one annual monitoring report for discussion by the Executive Member for Culture and Community Services. This is to be submitted by 23rd November 2007.
- 6.2 The payment and financial monitoring arrangements are detailed at Appendix 2 and form part of this Agreement.

7. GENERAL CONDITIONS

- 7.1 The Agreement shall commence on 1st April 2007 and will continue until 31st March 2008. The renegotiation process is set out at Appendix 2.
- 7.2 Bolton Volunteer Centre and the Council will each appoint a person to administer this Agreement.
- 7.3 Bolton Volunteer Centre accounts shall be professionally audited.
- 7.4 This Agreement may be terminated within such period as agreed by both parties where continuing support, finance or otherwise, of other persons or organisations, including volunteers, is withdrawn. The Council recognises the organisations dependency on external resources and that, in such circumstances, Bolton Volunteer Centre may be unable to fulfil its obligations under this Agreement.
- 7.5 This Agreement does not restrict increased service by the Bolton Volunteer Centre, but the grant will not be increased during the term of this Agreement.
- 7.6 The terms of this Agreement may only be varied by agreement in writing.
- 7.7 If Bolton Volunteer Centre is in breach of any of the terms and conditions of this grant following the disputes and complaints procedure then they shall be liable to repay the amount of the grant relating to the period in which they were in breach of the said terms and conditions to the Council free of any deductions.

8. TERMINATION

- 8.1 The Council shall be entitled to terminate this Agreement by written notice to the group if;
- (a) Bolton Volunteer Centre commits any continuing or material breach of any of the provisions of this Agreement and in the case of a breach which is capable of remedy, fails to remedy the same within 14 days after receipt of a written notice from the Council giving full particulars of the breach and requiring it to be remedied;
 - (b) Bolton Volunteer Centre becomes subject to an administration order or makes any voluntary arrangements with its creditors (within the meaning of the Insolvency Act 1986) or goes into liquidation or if any encumbrancer takes possession or a receiver is appointed of any of the property or assets of the group or if the group ceases or threatens to cease to carry on business;
 - (c) following a review of the project's outputs and objectives the project is failing in the Council's opinion to meet its outputs and objectives as specified in this Agreement.
 - (d) the Group spends the grant or any part thereof for any purpose other than the undertaking of the project in accordance with the terms of this Agreement.
- 8.2 On termination of this Agreement pursuant to this Clause 8 the Council may in writing request repayment from the group of the grant or such part thereof as the Council may reasonably decide and the said repayment shall be made within such period as the

Council may reasonably allow (being not less than 28 days from the date of the Council's written request).

- 8.3 No delay by the Council in acting upon any breach by Bolton Volunteer Centre will constitute a waiver of any breach by Bolton Volunteer Centre
- 8.4 The rights to terminate this Agreement given by this Clause 8 shall not prejudice any other right or remedy of either party in respect of the breach concerned (if any) or any other breach thereof.
- 8.5 Upon termination of this Agreement for any reason subject as otherwise provided in this Agreement and to any rights or obligations which have accrued prior to termination neither party shall have further obligation to the other under this Agreement.

9. CONSULTATION

- 9.1 The persons appointed to administer this agreement will ensure that consultation takes place as required, and that any matters which have a substantial bearing on this agreement are notified without delay to the parties on the agreement.
- 9.2 The Council will notify Bolton Volunteer Centre in writing of any Council matters which have a substantial bearing on Bolton Volunteer Centre or Bolton Volunteer Centre Services.
- 9.3 The Council will ensure that Bolton Volunteer Centre receives written notice of the Council's annual budgeting procedure.
- 9.4 The timetable for conducting an annual review of Bolton Volunteer Centre services and budget and ongoing financial monitoring is set out in Appendix 2.
- 9.5 Nominated representatives of the Council and Bolton Volunteer Centre shall meet during this Agreement to discuss the progress of the project such meetings to take place at such date, time and location as the Council and the organisation shall determine and the first such meeting to take place no later than December.

10. DISPUTE AND COMPLAINTS

- 10.1 Disputes over the terms, or complaints about the implementation of this agreement will be settled using the following procedure:
 - (a) The complainant will notify the other party in writing, setting out the grounds for the complaint.
 - (b) A meeting between representatives of the Council and Bolton Volunteer Centre representatives will be held to discuss the matter of dispute within 14 days of (a).
 - (c) In the event of a failure to agree at stage (b) there will be a meeting between officers and elected representatives of Bolton Volunteer Centre executive committee and the appropriate officers of the Council's Funding Department and the appropriate Executive Member. This will take place within 28 days of b.
 - (d) (i) In the event of a failure to agree at (c) a joint panel will be established for the purposes of conducting a review such joint panel to comprise:-
 - five elected members of the Corporate Issues Scrutiny Committee (reflecting the political balance of the Council); and
 - five representatives nominated by Bolton Volunteer Centre;

subject to the proviso that members of the joint panel shall not have been involved directly at an earlier stage in the decision which has led to the matter of dispute. This will take place within 28 days of c.

- (ii) All members of the joint panel shall have full voting rights.
- (iii) In the event of a matter being referred to the joint panel, each party be granted the opportunity to make both written and oral presentations to the panel and to answer questions in relation to the same.
- (iv) The recommendations of the joint panel will be referred to the Council's Corporate Issues Scrutiny Committee.

11. No legal partnership shall be inferred by virtue of this Agreement.

SIGNED by CAROL JAMES)
for and on behalf of the)
BOLTON COUNCIL)

in the presence of:

NAME

ADDRESS

OCCUPATION

SIGNED by KAREN MINNITT)
for and on behalf of)
BOLTON VOLUNTEER CENTRE)

in the presence of:

NAME

ADDRESS

OCCUPATION

**BOLTON VOLUNTEER CENTRE
SERVICE SPECIFICATION
2007/2008**

This service specification details the agreed standard level of service to be provided by the Bolton Volunteer Centre, in return for the grant aid issued by Bolton Council.

Bolton Volunteer Centre is part of the Bolton Community and Voluntary Service (CVS) and accredited member of Volunteering England.

The Volunteer Centre Bolton will provide support at a local level for individual volunteers and volunteer involving organisations. It has six core functions, and will be responsible for the delivery of a number of activities within each of these. This includes:

1. Strategic development of volunteering

- Inform strategic thinking, planning and coordination at a local, regional and national level.
- Represent or have connection with volunteer-involving organisations throughout the Borough, in particular organisations such as Bolton Lads and Girls Club, Sport Health and Inclusion and others.
- Coordinate joint action planning for volunteering across the Borough.
- Continually seek to advance and improve service provision.
- Monitor the uptake and retention of volunteers.
- Take a lead on the Local Area Agreement (LAA) / Sustainable Community Strategy volunteering target – ST5 ‘percentage of residents who affirm that they have carried out voluntary work in the past year’. Measured through the Citizens’ Panel Survey, and any subsequent volunteering targets.

Baseline 2006/2007	Targets	
	2007/2008	2008/2009
34.6%	35.6%	36.6%

- Prepare bids for funding either independently or jointly with other statutory, voluntary, and private sector agencies as appropriate.
- Leading and promoting the development and implementation of the Bolton Compact - Code of Good Practice on Volunteering

2. Brokerage

- Match both individuals interested in volunteering and groups requiring volunteers with appropriate opportunities in the local community
- Hold information on a comprehensive range of opportunities
- Offering both potential volunteers and volunteers support, advice and training to enable participation at all levels, subject to the resources available.
- Monitor trends/levels of volunteer activity across the Borough through the ‘Hidden Volunteering’ NRF project.

3. Marketing Volunteering

- Stimulate and encourage local interest in volunteering and community activity with a particular focus on where there are gaps in volunteer activity.
- Market the volunteer centre and volunteering generally via all relevant literature, volunteers’ week, public displays and presentations.
- Promote and market volunteering through local, regional and national events and campaigns as appropriate
- Manage and promote the national brand for volunteering. Promote the Volunteer Centre as part of the Bolton family.

4. Good practice development

- Share experiences and good practice concerning volunteers in Bolton locally through different local networks e.g. the Volunteering Forum.
- Promote and encourage training and accreditation for potential volunteers, volunteers, volunteer managers and the volunteering infrastructure, in particular through the Quality Standards programme and the Bolton Compact – Code of Good Practice on volunteering.

5. Developing Volunteering opportunities

- Work in close partnership with statutory, voluntary and private sector agencies as well as community and faith groups to develop local volunteering opportunities
- Target specific groups which face barriers to volunteering
- Work creatively to develop imaginative, non-formal opportunities for potential volunteers.

6. Policy response and campaigning

- Lead and/or participate in campaigns on issues that affect volunteers or volunteering.
- Campaign proactively for a more volunteer-literate and volunteer friendly environment

7. Operational activities

- Opening time / hours per week – The Centre will offer appointments between 9.30 am – 4.30 on Monday, Tuesdays, Thursdays and Fridays and 9.30 - 12.30 on Wednesdays. Outside these hours, an answering machine will intercept all incoming calls. Appointments can also be made 'outside office hours' by arrangement. Information about volunteering is available 24/7 at www.do-it.org (the national volunteer opportunities database) which is continually updated by the Volunteer Centre. Information packs are also available at the Hub for 'drop in'
- The Volunteer Centre will be open for a minimum of 48 weeks per year.
- Contact phone number: 01204 546060
- Projected number of volunteers accessing the service.

The Volunteer Centre aims to:

- Respond to 400 simple enquiries from people seeking information about voluntary work or volunteer management;
- Offer 200 interviews to people seeking voluntary work
- Maintain and promote the national opportunities database on volunteering to signpost at least 240 people who are seeking voluntary work to organisations seeking volunteers
- Bolton CVS has management responsibility for 1 full time Co-ordinator and part-time (17.5 hours / week) administrative staff, and staff from existing or future externally funded projects.
- The Volunteer Centre will operate across the Borough. The work of the outreach project, which focuses on the NRS areas and specific targeted groups, complements the work of the Centre. Work beyond 2007/2008 will be targeted to specific areas and/or groups and will be subject to negotiation.

8. Bolton Volunteer Centre shall not be liable for any interruption in or disruption of the services due to force majeure or acts of God.

PAYMENT AND FINANCIAL MONITORING ARRANGEMENTS

Cheques will be paid to Bolton Volunteer Centre in four equal amounts over the year and the arrangements are as follows:-

- 1ST APRIL** - The Council will send a cheque to Bolton Volunteer Centre for the first quarter's payment.
- MAY** - Bolton Volunteer Centre to submit accounts for the fourth quarter (1st January to 31st March) in readiness for the 1st July payment.
- 1ST JULY** - The Council will send a cheque to Bolton Volunteer Centre for the second quarter's payment.
- AUGUST** - Bolton Volunteer Centre should submit accounts for the first quarter (1st April to 30th June) in readiness for the 1st October payment.
- MID SEPTEMBER** - Bolton Volunteer Centre to submit forecast accounts for the second half of the financial year (1st October to 31st March).
- 1ST OCTOBER** - The Council are to send a cheque to Bolton Volunteer Centre for the third quarter's payment.
- NOVEMBER** - Bolton Volunteer Centre to submit accounts for the second quarter (1st July to 30th September) in readiness for the 1st January payment.
- EARLY DECEMBER** - Bolton Volunteer Centre to submit a budget estimate for the following financial year i.e. 1st April to 31st March (inclusive) along with a request for continued grant aid.
- MID DECEMBER** - The Council and Bolton Volunteer Centre have their annual review meeting to renegotiate the Service Level Agreement and discuss the budget estimate.
- 1ST JANUARY** - The Council are to send a cheque to Bolton Volunteer Centre for the fourth quarter's payment.
- FEBRUARY** - Bolton Volunteer Centre to submit accounts for the third quarter (1st October - 31st December) in readiness for the 1st April payment.
- FEBRUARY** - Bolton Volunteer Centre request for continued grant aid and the renegotiated Service Level Agreement will be considered by the Executive Member for Culture and Community Services.
- MID MARCH** - Bolton Volunteer Centre to submit forecast accounts for the coming financial year (1st April to 31st March), if the grant aid is different from the budget estimate.

The following reports and information must be passed to the Council as and when prepared:

1. Annual Audited Accounts.
2. Annual Monitoring Report.
3. Statistical Information as appropriate.
4. Management Committee Papers/Minutes as appropriate.

Bolton District Council for Voluntary Services (CVS)

Aims and Objectives

- To promote any charitable purposes for the benefit of the Community in the area known as the Metropolitan Borough of Bolton, and in particular the advancement of education, promotion of health, relief of poverty, distress and sickness, and to provide or assist in the provision of facilities for recreational and other leisure time activity with the object of improving the conditions of life in the said community provided that in pursuing its objects the Company shall pay due regard to the needs of minority or underprivileged groups including ethnic minorities, and the promotion of racial harmony.

- In line with the Council's Agenda, CVS seeks to :-
 - * be accountable and responsive;
 - * offer quality services to all customers;
 - * encourage participation;
 - * listen to the views of member groups;
 - * work in partnership with the Council and others;
 - * enable change to happen;
 - * develop an equal opportunities approach to their work;
 - * combat all forms of disadvantage;
 - * target services to meet identified needs;
 - * make information widely accessible;
 - * care for those less able to care for themselves;
 - * encourage the growth of individual potential;
 - * look after and listen to staff;
 - * protect and improve the environment; and
 - * increase the prosperity of local residents.

Service Specification

- Bolton CVS exists to support voluntary groups and promote voluntary action.

- Bolton CVS aims to do this through development, training, offering information and advice, supporting volunteers, networking and sharing resources.

- In order to achieve these aims, Bolton CVS need to ensure efficient administration and effective internal development of CVS as an organisation".

- Bolton CVS have prepared a Twelve Month Plan for 2007/2008, together with a table of Strategic Priorities for this period. Both documents have been submitted to the Council and outline the areas of work to be undertaken by Bolton CVS during the period covered by this agreement.

- The funding enables Bolton CVS to run a core service as detailed in 1-4, and draw in additional funding to set up and run specific projects for the benefit of the wider community.
 - The CVS office will be open between the hours of 9.30 am and 12.30 pm and 1.30 pm and 4.30 pm on Monday, Tuesday, Thursday and Friday. On Wednesday's the office will open from 9.30 until 12.30 pm. Outside of these times an answer machine shall intercept all incoming calls.

 - The CVS office will be open for a minimum of 48 weeks in the year.

 - The number of hours should be adjusted in line with public holidays when the service is not in operation.

 - CVS shall not be liable for any interruption in or disruption of the services due to force majeure or acts of God.

Bolton District Victim Support and Witness Service

Aims and Objectives

- To provide support, advice and information to the people of Bolton who are victims of crime;
- The service is available and used by the whole population of 'K' Division of the Greater Manchester Police, embracing the Borough of Bolton;
- The service is provided to people in need of assistance following personal crime. This may include financial help for the elderly and other vulnerable members of society, plus additional help with home security;
- The service includes long-term work with victims of serious crime, such as rape and sexual assault, support to families of homicide victims, domestic violence, racial harassment and survivors of child sex abuse.

Service Specification

- The Victim Support and Witness Service will as required contact all victims of crime in the Borough of Bolton where applicable and appropriate.
- Victim Support and Witness Service will provide support to victims as required, which may include:
 - Accompany rape victims to St. Mary's Hospital's rape and sexual assault centre.
 - Accompany victims to identity parades.
 - In the case of serious crime (e.g. murder) the group will provide long-term support and guidance.
- Victim Support and Witness Service will provide initial support to victims of crime, which may include:
 - Lock fitting service for the most vulnerable groups
 - Provide personal alarms for the most vulnerable groups
 - Assistance with claims for compensation from the Criminal Injuries Board, to level 1 Standard.
- Assistance with claim forms in respect of crime suffered by the victim.
- Refer victims who are attending court to the Witness Service, to provide relevant support.
- Provide support to victims of crime and witnesses in the magistrates court.
- Receive referrals from and make referrals to other agencies and other Victim Support and Witness Service Offices as applicable.
- Participating in and promoting the development of the guidelines of the draft Code of Practice.
- The service shall be provided 7 days a week for 37.5 hours per week to be provided on a flexible arrangement. The service will be available by appointment.
- The number of hours should be adjusted in line with public holidays when the service is not in operation.
- Victim Support and Witness Service shall not be liable for any interruption in or disruption of the services due to force majeure or acts of God.

Octagon Theatre Trust

Aims and Objectives

The Octagon Theatre's mission is: - "To use our unique resources to make unforgettable theatre experiences that give pleasure, stimulate, challenge and enrich the lives of our communities and help release their creative potential".

The core aims of the Company are:-

To provide the people of Bolton and Greater Manchester with a distinctive range of high quality productions, programmes and participatory activities that stimulate, challenge, entertain and encourage creativity.

To use the resources of the Octagon Theatre to enable people to explore their experience of the world, articulate their concerns and aspirations, thus challenging and celebrating their lives and communities

To increase the use, awareness, ownership and recognition of the Octagon Theatre as an artistic and cultural centre of excellence.

To continue to maintain our current financial stability and develop the Octagon's income base to deliver our mission and core aims

Through development and sponsorship to increase the resources and profile of the Octagon Theatre to deliver its mission and core aims

To establish a clear vision and strategic direction for the Octagon Theatre whilst securing and maintaining financial stability.

To develop an open, welcoming and supportive culture which fairly remunerates staff and encourages them to maximise their potential.

To have a fully resourced and well maintained theatre that is technically equipped to the highest standards, which provides a safe, accessible, secure and comfortable environment.

Service Specification

The following services which the Octagon Theatre proposes are as described within the Octagon Theatre Business Plan 2007-2008. The delivery of this level of service is dependent upon all sources of funding being maintained.

- 8 home produced productions/co-productions.
- Playing to a minimum audience of 48,000.
- Minimum of 270 performances.
- 15 – 20 visiting productions – for a range of audiences including children and culturally diverse communities
- 20,000 contact/outreach sessions via the Active8 Youth Theatre, Outreach Theatre and Education and Community projects.

The funding received is part of a tripartite agreement for funding between Bolton Council, Association of Greater Manchester Authorities and Arts Council North West.

Citizens' Advice Bureau

Aims and Objectives

- To ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available or through an inability to express their needs effectively.
- To exercise a responsible influence on the development of social policies and services, both locally and nationally.
- CAB is independent and provides free, confidential, impartial advice to everyone regardless of race, gender, sexuality or disability.
- CAB provides free to all individuals an impartial service of information, guidance and support and makes responsible use of the experience so gained.

Service Specification

- CAB core service will provide detailed advice at a “general help” level and refer clients to specialist in-house projects for welfare and debt advice, and to relevant partner agencies as appropriate.
- Advice is delivered face to face at various locations throughout the Borough, in writing or by telephone, as appropriate to meet the needs of the individual client.
- The core work detailed above allows the development of specialist work through projects funded via additional external sources.
- CAB provide information and statistics to the National Association in order to influence and inform social policy at a local, regional and national level.
- In offering the service to residents of Bolton and District CAB will:
 - a. open in line with the minimum requirement as laid down by the National Association of Citizens Advice
 - b. comply with the requirements of the National Association of Citizens Advice to maintain membership of the Association, and related quality marks.

Bolton Community Transport & Furniture Services

Aims and Objectives

BCTFS is a not-for-profit organisation; a registered charity and a company limited by guarantee. The principal aims and objectives of our organisation are:-

- To provide a low cost transport service to socially excluded and vulnerable individuals and groups.
- To collect, display and deliver donated and reusable goods of an acceptable quality for resale at affordable prices for those in need, including those recommended by appropriate agencies.

- To provide by referral from these agencies or in extreme circumstances 'free of charge' basic necessities e.g. table, chairs and beds for individuals with no visible means of support.
- To share knowledge, expertise and best practice methods with other community groups on transport matters as well as providing a training and testing facility for volunteer minibus drivers to MIDAS Standards

Service Specification

- BCTFS will provide a low cost transport service to socially excluded and vulnerable groups and individuals in need of transport for a variety of purposes and destinations.
- BCTFS will share their knowledge, expertise and best practice methods with other community groups on transport matters as well as providing a training and testing facility for volunteer minibus drivers to MIDAS Standards.

BCTFS will provide a furniture service as follows:

- Collect, display and deliver donated and reusable goods of an acceptable quality for resale at affordable prices for those in need, including those recommended by appropriate agencies.
- Facilitate the needs of homeless families and individuals, victims of domestic violence and criminal witnesses etc. BCTFS will, subject to resource availability, and at the request of the Housing Department, Social Services, Hospital Support Services, Police, Victim Support and other voluntary organisations, undertake the removal and supply of item(s) of furniture subject to agreed terms.
- Provide by referral from the above agencies or in extreme circumstances "free of charge" basic necessities e.g. table, chairs and beds for individuals with no visible means of support.
- The services will be available under normal circumstances throughout the year and the hours are flexible to reflect the need of the clients.
- The number of hours may be adjusted in line with public holidays when the service is not in operation.
- BCTFS shall not be liable for any interruption in or disruption of the services due to force majeure/Act of God.

Relate Greater Manchester North

Aims and Objectives

- To enhance the quality of couple, parental and family relationships.
- To help relationships and marriages withstand the pressures leading to breakdown.
- To limit the damage which commonly accompanies failing relationships, separation and divorce and increase the prospect of subsequent relationships succeeding.

Service Specification

- Relate Greater Manchester will provide:
 - (i) Confidential counselling for couples and individuals who are experiencing problems in their relationship.

- (ii) Sex therapy for couples experiencing specific sexual difficulties in their relationship.
 - (iii) Family counselling for families who are experiencing difficulties in their relationship.
 - (iv) Relateen counselling services for young people who are affected by difficult relationships or the past or current breakdown of their parents' relationship.
 - (v) Education and Training work comprising of support groups, courses to provide an educational service in personal relationships.
- The service will be available for a minimum of five days a week plus Saturday mornings, for a minimum of 48 weeks per year.
 - A receptionist will be on duty to answer telephone calls from 9.00am to 9.15pm Monday to Friday and on Saturday mornings – this telephone service will be provided for a minimum of 40 hours per week. An answering machine will be available at other times.
 - The service should provide a minimum of 2000 counselling hours per year.
 - Relate Greater Manchester shall not be liable for any interruption in or disruption of the services due to force majeure or acts of God.

Shopmobility

Aims and Objectives

- To provide a free scooter and wheelchair loan service within Bolton Town Centre.
- To increase the independence and choice of those on low incomes who would otherwise be excluded from full involvement in Town Centre activities.

Service Specification

The Bolton Shopmobility is located beneath the arches on Le Mans Crescent and is open Monday to Thursday 9.30 a.m. to 4.00 p.m. and on Fridays 9.30 a.m. to 3.00 p.m.

The service provided will include:

- Provision of 25 Electrical Powered Scooters for free use by members within the Town Centre.
- A membership which currently stands at 2600 users.
- An average of over 300 users accessing the service per month.
- Provision of 35+ Manual Wheelchairs for use within the Town Centre or for short-term loans to members.
- Producing a bi-monthly Newsletter, which is used to engage the membership and promote the aims of Shopmobility.
- Work closely with other voluntary and statutory agencies to ensure the services are meeting the needs of its target group

Bolton Unemployed Workers Advice Centre

1. **Counselling and Advice**

- to provide unemployed people with information and advice about opportunities and assistance for training and mobility and generally on help available to the unemployed;
- where appropriate to channel requests for assistance from individuals who are in need of representation before tribunals. This will include referral to the relevant affiliated trade union of which they are a member or provision of direct assistance is possible for non-members.

2. **Contact**

- to provide a focal point in the community where people can make contact with each other, and become involved in a range of activities, having due regard to the role of trade unions, including educational courses, information, research, resources, campaigning, recreation and sport;
- to encourage the full participation in the work of the Centre and to assist in establishing a committee of centre users operating within the structure of the centre.
- to assist the unemployed to maintain or establish links with trade unions.

3. **Representation**

- to assist and represent the low paid and unemployed on issues pertinent to their welfare, e.g. welfare benefits, tribunals etc;
- to undertake research on issues affecting employment, the unemployed, the local community and to disseminate this and other relevant information within the community;
- to give support by providing practical resources to community and trade union campaigns with objectives related to those of the centre.
- Full BUWAC information/advice services shall be provided five days a week, Mondays to Fridays, between the hours of 9.00am and 4.00 pm.
- The service should be provided for a minimum of 50 weeks in the year
- the number of hours should be adjusted in line with public holidays when the service is not in operation.
- The centre in Bolton normally operates with 12 volunteers on a full time basis, with additional people who assist on an ad-hoc part time basis
- BUWAC shall not be liable for any interruption in or disruption of the services due to force majeure/acts of God.

Bolton Racial Equality Council (BREC)

Aims and Objectives

- To work towards the elimination of racial discrimination;
- To promote equality of opportunity and good relations between persons of different racial groups.

Service Specification

• Race Specific Casework – Racial Harassment Project

Delivery of a three year Racial Harassment Project funded substantially via the Big Lottery Fund. A casework team will provide support and advice to people who have experienced racial

harassment and will work with community and voluntary groups to raise awareness and avenues for reporting incidents of racial harassment. Monitoring information from this project to be passed to Bolton Council's Fairness Team, Bolton Racial Harmony Forum and the Stronger Communities Group.

- **Refugee Forum**

BREC will continue to work in partnership with Bolton Community Homes and Bolton Council to lead the Refugee Forum, in order to co-ordinate different groups involved with Asylum Seekers and Refugees. This work includes the production and printing of a Refugee Calendar for 2008 and the production of two newsletters by Refugee Forum members.

- **Migrant Workers**

With support from Bolton Community Homes, develop anti-discrimination work with Migrant Workers Groups including identifying and consulting with key groups and individuals, anti-discrimination training sessions for community groups and the establishment of a Migrant Workers Forum.

BREC will also provide training and information to employers employing Refugee and Asylum Seekers, as appropriate. The training and information will raise awareness of issues relating to racial harassment in the workplace.

- **Policy Development**

BREC to provide an advisory role to any organisation (statutory, non-statutory, private, voluntary and community) on developing their policies, practices, procedures and services in relations to race and equality.

- **Support and Guidance**

BREC to support ethnic minority organisations, including young people, travellers, women's groups and faith groups in the Council's area of benefit in their own endeavours to obtain and promote equality of opportunity by providing them with relevant information and to ensure that they become and remain part of an inclusive community within the Borough.

BREC to keep Bolton Council informed of other major related commissioned activity and/or projects.

BREC shall not be liable for any interruption in or disruption of the services due to force majeure/Acts of God.

Bolton Volunteer Centre

This service specification details the agreed standard level of service to be provided by the Bolton Volunteer Centre, in return for the grant aid issued by Bolton Council.

Bolton Volunteer Centre is part of the Bolton Community and Voluntary Service (CVS) and accredited member of Volunteering England.

The Volunteer Centre Bolton will provide support at a local level for individual volunteers and volunteer involving organisations. It has six core functions, and will be responsible for the delivery of a number of activities within each of these. This includes:

1. Strategic development of volunteering

- Inform strategic thinking, planning and coordination at a local, regional and national level.
- Represent or have connection with volunteer-involving organisations throughout the Borough, in particular organisations such as Bolton Lads and Girls Club, Sport Health and Inclusion and others.
- Coordinate joint action planning for volunteering across the Borough.

- Continually seek to advance and improve service provision.
- Monitor the uptake and retention of volunteers.
- Take a lead on the Local Area Agreement (LAA) / Sustainable Community Strategy volunteering target – ST5 ‘percentage of residents who affirm that they have carried out voluntary work in the past year’. Measured through the Citizens’ Panel Survey, and any subsequent volunteering targets.

Baseline 2006/2007	Targets	
	2007/2008	2008/2009
34.6%	35.6%	36.6%

- Prepare bids for funding either independently or jointly with other statutory, voluntary, and private sector agencies as appropriate.
- Leading and promoting the development and implementation of the Bolton Compact - Code of Good Practice on Volunteering

2. Brokerage

- Match both individuals interested in volunteering and groups requiring volunteers with appropriate opportunities in the local community
- Hold information on a comprehensive range of opportunities
- Offering both potential volunteers and volunteers support, advice and training to enable participation at all levels, subject to the resources available.
- Monitor trends/levels of volunteer activity across the Borough through the ‘Hidden Volunteering’ NRF project.

3. Marketing Volunteering

- Stimulate and encourage local interest in volunteering and community activity with a particular focus on where there are gaps in volunteer activity.
- Market the volunteer centre and volunteering generally via all relevant literature, volunteers’ week, public displays and presentations.
- Promote and market volunteering through local, regional and national events and campaigns as appropriate
- Manage and promote the national brand for volunteering. Promote the Volunteer Centre as part of the Bolton family.

4. Good practice development

- Share experiences and good practice concerning volunteers in Bolton locally through different local networks e.g. the Volunteering Forum.
- Promote and encourage training and accreditation for potential volunteers, volunteers, volunteer managers and the volunteering infrastructure, in particular through the Quality Standards programme and the Bolton Compact – Code of Good Practice on volunteering.

5. Developing Volunteering opportunities

- Work in close partnership with statutory, voluntary and private sector agencies as well as community and faith groups to develop local volunteering opportunities
- Target specific groups which face barriers to volunteering
- Work creatively to develop imaginative, non-formal opportunities for potential volunteers.

6. Policy response and campaigning

- Lead and/or participate in campaigns on issues that affect volunteers or volunteering.
- Campaign proactively for a more volunteer-literate and volunteer friendly environment

7. Operational activities

- Opening time / hours per week – The Centre will offer appointments between 9.30 am – 4.30 on Monday, Tuesdays, Thursdays and Fridays and 9.30 - 12.30 on Wednesdays. Outside these hours, an answering machine will intercept all incoming calls. Appointments can also be made 'outside office hours' by arrangement. Information about volunteering is available 24/7 at www.do-it.org (the national volunteer opportunities database) which is continually updated by the Volunteer Centre. Information packs are also available at the Hub for 'drop in'
- The Volunteer Centre will be open for a minimum of 48 weeks per year.
- Contact phone number: 01204 546060
- Projected number of volunteers accessing the service.

The Volunteer Centre aims to:

- Respond to 400 simple enquiries from people seeking information about voluntary work or volunteer management;
 - Offer 200 interviews to people seeking voluntary work
 - Maintain and promote the national opportunities database on volunteering to signpost at least 240 people who are seeking voluntary work to organisations seeking volunteers
- Bolton CVS has management responsibility for 1 full time Co-ordinator and part-time (17.5 hours / week) administrative staff, and staff from existing or future externally funded projects.
 - The Volunteer Centre will operate across the Borough. The work of the outreach project, which focuses on the NRS areas and specific targeted groups, complements the work of the Centre. Work beyond 2007/2008 will be targeted to specific areas and/or groups and will be subject to negotiation.
8. Bolton Volunteer Centre shall not be liable for any interruption in or disruption of the services due to force majeure or acts of God.