

**Report to:** Executive Member for Housing,  
Neighbourhoods & Regulation

**Date:** 30<sup>th</sup> March 2010

**Report of:** Chief Executive

**Report  
No:**

**Contact Officer:** Margaret Appleton/Kelly Warriner

**Tele No:** ext  
4157/2893/1087

**Report Title:** **Revenue Funded Organisations – Grant Agreements and financial assistance to groups**

**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:**

The purpose of this report is to approve grant agreements from the Miscellaneous Grants Fund with the organisations specified in the report.

**Recommendations:**

The Executive Member for Housing, Neighbourhoods & Regulation is requested to:

- i. Note the grants payable in 2010/2011 (year two of a three year agreement) to the nine voluntary sector organisations that are funded via a three year grant agreement with the Council as detailed in section 3.
- ii. Approve the service specifications for the nine organisations referred to in i above.
- iii. Approve the funding to and the service specification with Bolton Equalities Council for 2010/11.
- iv. Approve the continued property rental support to the groups identified at section 4.
- v. Note the ongoing relationship with the Bolton Lads' & Girls' Club

**Decision:**

**Background Doc(s):**

**Signed:**

\_\_\_\_\_  
Leader / Executive Member

\_\_\_\_\_  
Monitoring Officer

**Date:** \_\_\_\_\_

**Summary:**

This report notes the ongoing grant awards to nine revenue funded organisations from the Miscellaneous Grants Fund, based on the present three year funding agreements; seeks approval for the service specifications for the nine organisations and for a grant agreement and service specification covering 2010/2011 for Bolton Equalities Centre (BEC) formerly BREC, notes ongoing rental support to eight organisations, and describes the relationship with Bolton Lads' & Girls' Club.

## 1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to highlight grant agreements from the Miscellaneous Grants Fund with the organisations specified in the report, and to seek approval for the grant to Bolton Equalities Council that is not covered by an existing three year agreement. The report also outlines the rental support provided to some organisations and describes the ongoing relationship with the Bolton Lads' & Girls' Club.

## 2. BACKGROUND

- 2.1 The Executive Member will be aware that the Council has three-year grant agreements with nine of the ten revenue funded organisations that reflect the service provided by each organisation and the funding granted by the Council. These agreements were put in place in 2009/10 and reflect several policy drivers supporting the move to longer-term funding arrangements for the voluntary and community sector. The Gershon Review, the Third Sector Review and the Strong and Prosperous Communities White Paper all supported a move to three year funding regimes as a means of providing the sector with greater certainty and stability. The expectation that local authorities would enter three year funding agreements was supported by the three year Area Based Grant support from central government. However, as explained below, Bolton Equalities Centre remained on a one year grant arrangement. The ten groups are listed below together with the grant aid for the financial year 2009/2010 (year one of the agreement):

| Group   | 2009/2010<br>£ |
|---|----------------|
| Bolton Citizens' Advice Bureau (CAB)  | 172,872        |
| Octagon Theatre Trust   | 145,380        |
| Bolton Community & Voluntary Services (CVS)   | 140,796        |
| Bolton Volunteer Centre   | 56,777         |
| Bolton Equality Centre (BEC) ( <b>One year</b> )  | 45,711         |
| Bolton District Victim Support & Witness Service  | 31,145         |
| Bolton Shopmobility   | 23,973         |
| Bolton Community Transport and Furniture Services (excluding £10,000 from Bolton Community Homes) | 23,281         |
| Relate Greater Manchester North   | 14,732         |
| Bolton Unemployed Workers Advice Centre   | 11,982         |
| <b>TOTAL</b>  | <b>666,560</b> |

- 2.2 The Executive Member will also be aware that Bolton Community Transport and Furniture Services also received a grant from Bolton Community Homes of £10,000 to support the running of the furniture service element of the service, in particular for the use by homeless and low income individuals and families.

## 3. THE THREE YEAR FUNDING AGREEMENTS AND THE 2010/11 FIGURES

- 3.1 The three year agreements provided for inflation (currently calculated at 1.5%) to be added annually to the allocations to the three organisations receiving the smallest total grants, namely Bolton Shopmobility, Relate Greater Manchester North & the Unemployed Workers Advice Centre. In addition, Bolton Community Transport and Furniture Services will again receive a £10,000 grant from Bolton Community Homes in 2010/11. The resultant figures for 2010/11 are shown in the table below:

| Group                                | 2010/2011<br>£ |
|--------------------------------------|----------------|
| Bolton Citizens' Advice Bureau (CAB) | 172,872        |

|  |                |
|--|----------------|
| Octagon Theatre Trust  | 145,380        |
| Bolton Community & Voluntary Services (CVS)  | 140,796        |
| Bolton Volunteer Centre  | 56,777         |
| Bolton Equalities Centre (BEC) (One year agreement )   | 45,711         |
| Bolton District Victim Support & Witness Service   | 31,145         |
| Bolton Shopmobility (+ 1.5%)   | 24,333         |
| Bolton Community Transport and Furniture Services (including £10,000 from Bolton Community Homes)                  | 33,281         |
| Relate Greater Manchester North (+1.5%)  | 14,953         |
| Bolton Unemployed Workers Advice Centre (+1.5% & including additional one-off recession support payment of £2,000) | 14,070         |
| <b>TOTAL</b> (excludes £10,000 grant to BCTFS from BCH)  | <b>669,319</b> |

- 3.5 Each of the funded organisations is subject to monitoring which takes place during quarterly relationship management sessions with the groups and reflects the level of grant. Detailed monitoring information for the period 2008/2009 is outlined in Appendix A below. All the organisations submit quarterly accounts which trigger payments. Any proposed changes to the service specifications are discussed at the monitoring meetings. Any changes will be reported to the Executive Member. The draft service specifications for 2010-2011 are attached as Appendix B below.

#### 4. Bolton Equalities Centre:

- 4.1 Bolton Equalities Centre, (BEC), formerly Bolton Racial Equality Council (BREC) has been through a period of change resulting from the withdrawal of core funding by the former Commission for Racial Equality some years ago and the more recent move towards multi-stranded equalities policy outlined in the Equalities Bill. The organisation is moving from a reliance on multiple sources of funding used to deliver several different projects, many of which have come to an end, & towards a more strategic approach based on analysis of need and of current activity across a range of partner organisations, with the intention of delivering more targeted work to fill the gaps in such work. Because of the ongoing changes, the organisation is subject to a one year grant agreement.

#### 5. Bolton Lads' & Girls' Club:

- 5.1 The relationship between the Bolton Lads' & Girls' Club & the Council is managed by an officer within the Chief Executive's Department, who is also responsible for understanding and co-ordinating the multiple and changing funding streams that support the activities of this organisation.

#### 6. ON-GOING PROPERTY RENTAL SUPPORT

- 6.1 The Executive Member will be aware that property rental support is provided to a number of organisations in Bolton. A list of all groups receiving property rental support and the value of that rental support for 2010/11 is set out below:

| Group                           | Property Rental Support<br>2010/2011<br>(£) |
|---------------------------------|---|
| Octagon Theatre Trust*          | 14,250 (was 13,132)                         |
| Bolton Citizens' Advice Bureau* | 19,500                                      |
| Age Concern                     | 19,750                                      |
| Highfield Hall                  | 14,250                                      |
| Bolton Under Fives Forum        | 17,283 (was 9,200)                          |

|   |                |
|---|----------------|
| Bolton Shopmobility* NB To vacate current premises during year 2010/11. | 2,640          |
| <b>TOTAL</b>  | <b>£78,472</b> |

\* Receive both grant aid and property rental support.

## 7. RECOMMENDATION

.1 The Executive Member for Housing, Neighbourhoods & Regulation is requested to:

- i. Note the grants payable in 2010/2011 (year two of a three year agreement) to the nine voluntary sector organisations that are funded via a three year grant agreement with the Council as detailed in section 3.
- ii. Approve the service specifications for the nine organisations referred to in I above.
- iii. Approve the funding to and the service specification with Bolton Equalities Council for 2010/11.
- iv. Approve the continued property rental support to the groups identified at section 4.
- v. Note the ongoing relationship with Bolton Lads' & Girls' Club.

## APPENDIX A

|   |   |
|---|---|
| <b>Name of Organisation:</b>  | <b>BOLTON CITIZENS ADVICE BUREAU</b>  |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | During period 2008-2009: <ul style="list-style-type: none"> <li>• 11,718 enquiries dealt with (40% increase on 2007-08)</li> <li>• Debt, welfare benefits, immigration &amp; employment main subjects</li> <li>• Debt &amp; benefits = 60% of enquiries</li> <li>• £3.2 million unclaimed benefits received for Bolton residents</li> <li>• £6 million debt managed</li> <li>• Recession increased demand</li> <li>• 25,000 telephone calls</li> <li>• Services provided through Legal Services Commission contract</li> <li>• Out of area work in Tameside, Wigan &amp; Stockport enhances reputation (funded by Legal Services Commission following tender process)</li> <li>• During 09/10 delivered additional debt/repossession advice work funded through ABG economic downturn money.</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>              | <ul style="list-style-type: none"> <li>• Tendering for new contracts for work from Legal Services Commission:               <ul style="list-style-type: none"> <li>◦ Debt, benefits, community care, employment, family law &amp; housing to be tendered in Spring '10 with contracts to start in October (to March 2012)</li> <li>◦ Immigration advice to be tendered separately</li> </ul> </li> <li>• Exploring options for accommodation</li> </ul>   |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                             | <ul style="list-style-type: none"> <li>• 42 Staff</li> <li>• 58 volunteers (some go on to employment)</li> <li>• Funded by:               <ul style="list-style-type: none"> <li>◦ Legal Service Commission</li> <li>◦ Bolton Council</li> <li>◦ Big Lottery</li> <li>◦ DTI/DBERR</li> <li>◦ NHS Bolton</li> </ul> </li> </ul>  |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>   | <ul style="list-style-type: none"> <li>• Future of parts of the organisation dependent on outcome of Legal Services Commission tendering process</li> <li>• Charity Commission returns completed</li> </ul>   |

### CAB session times from July 2009

#### Social Welfare (welfare benefits, debt & immigration) drop in:

|          |                  |
|----------|------------------|
| MONDAY   | 9.30am -12.00pm  |
| TUESDAY  | 1.00pm – 3.30pm  |
| THURSDAY | 1.00pm – 3.30pm  |
| FRIDAY   | 9.30am – 12.00pm |

#### Family Law drop in:

|          |                  |
|----------|------------------|
| THURSDAY | 9.30am – 12.00pm |
|----------|------------------|

#### Non-specific (other issues) drop in: (Last admission 30 minutes before end of session)

|           |                  |
|-----------|------------------|
| MONDAY    | 1.00pm- 3.30pm   |
| TUESDAY   | 9.30am – 12.30pm |
| WEDNESDAY | 1.00pm – 3.30pm  |
| FRIDAY    | 1.00pm- 3.30pm   |

### OUTREACH SESSIONS (Farnworth Town Hall)

|         |                  |
|---------|------------------|
| TUESDAY | 9.30am – 11.30am |
| FRIDAY  | 9.30am – 11.30am |

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| <b>Name of Organisation:</b>  | <b>OCTAGON THEATRE</b>  |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <p>During the 2008/2009 period:</p> <ul style="list-style-type: none"> <li>• 121,000 people made use of The Octagon's spaces</li> <li>• Total audiences declined compared with previous (40<sup>th</sup> Anniversary) season, but record attendances &amp; box office income for 1 non-festive production (Spring &amp; Port Wine)</li> <li>• 43% new bookers</li> <li>• Financial trading surplus recorded (9<sup>th</sup> successive year)</li> <li>• £66,000 sponsorship income</li> <li>• 6 nominations &amp; 3 awards at MEN Awards</li> <li>• Numerous community &amp; outreach activities, particularly with disadvantaged groups &amp; in community settings, for example through Activ8. Projects include Art-beat for the over 50s, weekly youth theatre sessions for 5-11 &amp; 11-18 year olds, satellite youth theatre activities in Brightmet &amp; Great Lever &amp; for young people with learning difficulties.</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>              | <ul style="list-style-type: none"> <li>• New Artistic Director (David Thacker) appointed for start of 2009/10 season</li> <li>• £300,000 Arts Council "Sustain" funding awarded (provides support to arts organisations during recession)</li> <li>• To undertake feasibility studies on future fundraising &amp; ticketing policy</li> </ul>   |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                             | <ul style="list-style-type: none"> <li>• 74 permanent FT &amp; PT staff</li> <li>• 152 contractual staff (over the year, some for limited periods)</li> <li>• Also supported by AGMA, Arts Council, sponsorship, box office sales</li> </ul>  |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>   | <ul style="list-style-type: none"> <li>• Key partner in "Find Your Talent" programme. Bolton is one of 10 national pathfinders.</li> <li>• Charity Commission returns completed</li> </ul>  |

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| <b>Name of Organisation:</b>  | <b>BOLTON RACIAL EQUALITY COUNCIL now BOLTON EQUALITIES CENTRE</b>  |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <p>During the 2008/2009 period the following projects were delivered:</p> <ul style="list-style-type: none"> <li>• Lottery-funded harassment/hate crime project, including new reporting practices, direct support, training</li> <li>• With partners, organised local World Aids Day event</li> <li>• Co-ordinated events during Black History Month</li> <li>• Worked in partnership with Bolton at Home with refugees &amp; asylum seekers</li> <li>• Provided training on equality &amp; diversity, e.g. to NHS Bolton</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected</i>   | <p>Work during the 2010/2011 period is likely to focus on the following:</p> <ul style="list-style-type: none"> <li>• Consultation &amp; research relating to discrimination &amp; harassment/hate crime; identify funding streams &amp; develop further work</li> <li>• Identify gaps in provision relating to equality &amp; diversity work; develop training &amp; awareness raising programme</li> <li>• Continue to support &amp; develop Refugee &amp; Asylum Seekers Forum</li> </ul>  |

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| changes or future plans for the organisation   | <ul style="list-style-type: none"> <li>Contribute to work on community cohesion</li> </ul>  |
| <b>Organisational Context</b><br>Include information such as number of staff, volunteers, other funding etc. | <ul style="list-style-type: none"> <li>Paid staff: 1 F/T, 2 P/T</li> <li>1 volunteer</li> </ul> Other funding for period 2010/2011 from Comic Relief & Bolton Community Homes |
| <b>Other Issues</b><br>Include any other relevant information that is not covered above.                     | Charity Commission returns (accounts & annual report) for 2008/09 both overdue (as at 14 <sup>th</sup> March 2010)  |

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| Name of Organisation:  | <b>BOLTON COMMUNITY TRANSPORT &amp; FURNITURE SERVICES</b>   |
| <b>Outcomes and Achievements</b><br>Include information about types of activity, numbers attended, target groups, outcomes achieved etc. | During the 2008/2009 period:<br><b>TRANSPORT SERVICES:</b> <ul style="list-style-type: none"> <li>Operated 6 minibuses (+additional hired in when needed)</li> <li>Covered over 66,000 miles</li> <li>Carried more than 12,000 mainly elderly &amp; disabled passengers</li> <li>Provided short break holidays for 63 individuals</li> <li>Provided transport for schools to educational &amp; cultural venues</li> </ul> <b>FURNITURE SERVICES:</b> <ul style="list-style-type: none"> <li>Collected &amp; delivered furniture to 9,000 homes in Bolton</li> <li>Provide a "white goods" collection service; was formerly part of Council's bulky waste collection service</li> <li>Provided free furniture to the value of £15,500 to 70 families</li> <li>Have shifted emphasis from donated furniture to nearly new &amp; catalogue sources (purchased items sold on)</li> </ul> <b>OTHER</b> <ul style="list-style-type: none"> <li>Provided minibus training for 53 people</li> <li>2 training placements</li> </ul> |



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| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i> | <ul style="list-style-type: none"> <li>Anticipate that turnover for year 2009/10 will rise £200,000 above that for 2008/09, attributable to trading in new items.</li> </ul> |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                | <ul style="list-style-type: none"> <li>15 full time &amp; 5 part time staff employed (08/09)</li> <li>15-20 volunteers involved (08/09)</li> </ul>                           |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>                                    | <ul style="list-style-type: none"> <li>Charity Commission returns completed.</li> </ul>  |

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| <b>Name of Organisation:</b>  | <b>RELATE GREATER MANCHESTER NORTH</b>  |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <p>Service in Bolton operates from 32 Bradford St for clients in person &amp; also via telephone &amp; email. Bolton premises have had recent refurbishment. Charges are variable based on ability to pay.</p> <p>During the 2008/09 period (all figures for Bolton):</p> <ul style="list-style-type: none"> <li>955 new registrations (not all go on to make appointments)</li> <li>620 initial consultations with counsellor (not all return for ongoing appointments)</li> <li>237 first ongoing appointments</li> <li>958 ongoing appointments</li> <li>56 Individual structured interviews (relate to Domestic Violence)</li> <li>413 Psychosexual therapy appointments</li> <li>10 Family counselling arrangements</li> <li>14 telephone (via secure system) &amp; 109 email counselling arrangements (emails returned within 3 or 4 days)</li> <li>9 registrations of young people (10-18)</li> <li>44 young people's counselling arrangements</li> </ul> <p>Recession has had an impact because of financial pressures on relationships</p> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>              | <ul style="list-style-type: none"> <li>Telephone counselling set up during 08/09 but has not taken off as anticipated; email counselling service more successful</li> <li>Relate GMN recognises that level of work with young people is lower than it could be. Relate GMN hopes to do more work in schools &amp; Children's Centres in Bolton (little activity compared with schools in other areas). Contacts have been supplied in Children's Services.</li> <li>Relate GMN also hope to take on more family work</li> <li>Relate is exploring opportunities for further publicity in Bolton, e.g. through "Scene".</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>Planning to establish online booking service accessible by clients &amp; counsellors</li> </ul>  |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i> | <ul style="list-style-type: none"> <li>2 admin staff &amp; 9 counsellors operate from Bolton</li> <li>Support from Business Manager, CEO, supervisor &amp; admin staff based in Bury</li> <li>Operate from Bolton on Tuesdays, Wednesdays &amp; Thursday evenings</li> <li>Confidential telephone system uses PIN numbers to ensure security</li> </ul> |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>                     | <ul style="list-style-type: none"> <li>Charity Commission returns completed.</li> </ul>   |

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| <b>Name of Organisation:</b>  | <b>COMMUNITY CARE OPTIONS – BOLTON SHOPMOBILITY</b>  |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <ul style="list-style-type: none"> <li>Provision on loan of electric powered scooters (&amp; some conventional wheelchairs) for use within the town centre, from premises in Le Mans Crescent.</li> <li>Members have to have a declared mobility difficulty</li> <li>Loans/journeys average 190 per week/9,500 per year</li> <li>50 out of 55 manual wheelchairs usually out on longer-term loan</li> <li>Membership approx 4,500, of which over 700 active</li> <li>Most users are over 60 (based on observation)</li> <li>Provide a scooter/wheelchair repair service</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>              | <ul style="list-style-type: none"> <li>Planned move to purpose-designed unit within new Topp Way multi storey car park (alongside new “Changing Places” facility)</li> <li>Investigating possible “satellite” outlet within future bus/rail interchange</li> <li>Currently bidding for funds for replacement batteries</li> </ul>  |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                             | <ul style="list-style-type: none"> <li>Shopmobility is run through Community Care Options, which is mainly concerned with providing care &amp; support to people with learning difficulties in supported tenancies.</li> <li>6 Staff:               <ul style="list-style-type: none"> <li>1 full time manager,</li> <li>3 staff for 1 day per week,</li> <li>2 staff for 3 days per week</li> </ul> </li> <li>1 regular volunteer</li> <li>Additional income is from user donations (£4,235 in 2008/09)</li> </ul>  |

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| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i> | <ul style="list-style-type: none"> <li>Charity Commission returns completed</li> </ul> |
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| <b>Name of Organisation:</b><br><b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <b>VICTIM SUPPORT &amp; WITNESS SERVICE</b> <ul style="list-style-type: none"> <li>Provide emotional &amp; practical support &amp; information to victims of crime. Service available 8.00 am-8.00 pm.</li> <li>Referrals via Police when crime reported or self-referrals, followed by standard needs assessment process</li> <li>During 2008/09: <ul style="list-style-type: none"> <li>11,193 referrals</li> <li>1,124 community visits</li> <li>14,484 telephone contacts</li> </ul> </li> <li>Number of referrals fell during 09/10, possibly because of faults within the Police referral system, now being investigated</li> <li>During 2009/10 deliver Safer Homes project funded by Home Office, providing target hardening to victims of burglary &amp; their neighbours</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>  | <ul style="list-style-type: none"> <li>Investigating opportunities for working with victims of ASB</li> <li>Forthcoming publicity campaign on Domestic Violence using bus tickets, jointly with Fortalice.</li> <li>Seeking to move to premises closer to town centre</li> </ul>  |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>   | <ul style="list-style-type: none"> <li>During 2008 individual VS charities came together as a single national organisation, with regional &amp; local branches</li> <li>Staff: <ul style="list-style-type: none"> <li>1 manager</li> <li>1 f/t &amp; 2 p/t Victim Care Officers</li> <li>1 Volunteer Co-ordinator</li> <li>1 Witness Service Manager</li> <li>1 Independent Domestic Violence Advocate</li> </ul> </li> <li>26 volunteers, of which: <ul style="list-style-type: none"> <li>4 awaiting training</li> <li>3 homicide trained</li> <li>6 rape &amp; sexual assault trained</li> <li>5 domestic violence trained</li> <li>2 race crime trained</li> <li>2 homophobic crime trained</li> <li>6 from BME backgrounds</li> </ul> </li> </ul>  |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>   | <ul style="list-style-type: none"> <li>Charity Commission returns completed (for the national organisation of which Bolton Victim Support is a branch)</li> </ul>   |

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| <b>Name of Organisation:</b> | <b>BOLTON UNEMPLOYED WORKERS AND ADVICE CENTRE</b> |
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| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <ul style="list-style-type: none"> <li>• BUWAC provides information &amp; support on matters including a range of benefits &amp; entitlements, &amp; if necessary representing clients in tribunals &amp; hearings</li> <li>• Majority of enquiries relate to Job Seekers Allowance, Debt, incapacity, Employment Support Allowance, Working Tax Credits</li> <li>• Change from Incapacity Benefit to Employment Support Allowance has generated significant number of queries</li> <li>• Some referrals from Job Centre &amp; other agencies</li> <li>• £211,365 in backdated benefits awarded 01/03/08-30/01/09 (10 months)</li> <li>• Acquired 5 computers from Awards 4 All (Lottery) in 2009, used for computer training</li> </ul> |
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i>              | <ul style="list-style-type: none"> <li>• £2000 one-off payment to be made in 2010-2011 in addition to previously agreed grant, to support additional work resulting from impact of the recession</li> </ul>  |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                             | <ul style="list-style-type: none"> <li>• Staffed entirely by volunteers (12 as of February 2010)</li> <li>• No paid staff</li> </ul>   |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>   |  |

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| <b>Name of Organisation:</b>  | <b>BOLTON CVS AND VOLUNTEER CENTRE</b>   |
| <b>Outcomes and Achievements</b><br><i>Include information about types of activity, numbers attended, target groups, outcomes achieved etc.</i> | <p>During the 2008/09 period:</p> <ul style="list-style-type: none"> <li>• 494 voluntary groups received funding &amp; development advice at 903 sessions</li> <li>• 6 editions of the newsletter "Jumbo" were published (over 1,500 copies &amp; online)</li> <li>• 263 grants to voluntary groups were administered (worth over £360, 700)</li> <li>• The Big Bolton Fund stood at over £78,000</li> <li>• Formal &amp; informal training was provided to 1,088 learners, including Passport to Success, Skilled for Health &amp; Children's Workforce development. CVS Accredited through Open College NW</li> <li>• The Volunteer Centre's database included over 900 volunteering opportunities. 246 potential volunteers had face to face interviews</li> <li>• Community Network Engagement workers met 266 groups in Neighbourhood renewal areas</li> <li>• Several forums were supported, including Health &amp; Care Together, Volunteering, Women, Asian Women</li> </ul> |

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|--|---|
| <b>Expected Changes / Next Steps</b><br><i>Include information about any expected changes or future plans for the organisation</i> | <ul style="list-style-type: none"> <li>• New Operations Manager appointed to support internal working of CVS</li> <li>• Rev Phil Mason elected as Chair</li> </ul>  |
| <b>Organisational Context</b><br><i>Include information such as number of staff, volunteers, other funding etc.</i>                | <ul style="list-style-type: none"> <li>• CVS and its associated projects employed 53 staff, f/t, p/t &amp; sessional</li> <li>• Volunteers provided reception services at The Hub (over 3,500 hours)</li> <li>• Received funding from a range of sources</li> </ul> |
| <b>Other Issues</b><br><i>Include any other relevant information that is not covered above.</i>                                    | <ul style="list-style-type: none"> <li>• Charity Commission returns completed</li> </ul>  |

## APPENDIX B

### Bolton Citizens Advice Bureau Service Specification 2010-2011

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually.

- The Grantee's core service will provide detailed, free, independent and confidential advice at a "general help" level to all residents within the Borough of Bolton (the 'Borough') in regards to legal, financial, personal and any other problems they may be experiencing.
- In offering the service to residents of the Borough, the Grantee will:
  - operate in line with the minimum requirements as laid down by the National Association of Citizens Advice Bureaux
  - comply with the requirements of the National Association of Citizens Advice Bureaux to maintain membership of the Association and related quality marks
- Service Users shall be referred to specialist in-house projects and advisors, including but not limited to referrals for welfare and debt advice and to relevant partner agencies as appropriate.
- In the event that the service is unable to assist any individual with the problems brought to the Grantee, the Grantee should refer that individual on to the appropriate organisation who can help them wherever possible.
- Advice is to be delivered face to face at various locations throughout the Borough, in writing or by telephone, as appropriate to meet the needs of the individual Service Users, whilst at all times maintaining confidentiality of the services provided.
- The core work detailed above allows the development of specialist work through projects funded via additional external sources subject to the

notification of this additional funding pursuant to clause 3.14 of the Agreement.

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- The Grantee shall provide information and statistics to the National Association of Citizens Advice Bureaux in order to influence and inform social policy at a local, regional and national level.
- Information and statistics provided in accordance with paragraph 7 above shall be provided with reasonable notice at the request of the Council in order to assist the Council in its monitoring obligations.
- The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

### **Octagon Theatre Service Specification 2010-2011**

This Service Specification details the agreed standard level of service to be provided by the Grantee in return for the Grant issued by the Council.

This Project is the product of a tripartite agreement for funding between the Council, the Association of Greater Manchester Authorities and Arts Council England, North West.

The Grant is made to the Grantee for the purpose of maintaining and improving access to and engagement in all aspects of theatre, drama, expressive arts and performance, for all residents of Bolton which would not otherwise be available within the Borough.

The Grantee will deliver a range of activities and projects, as detailed in the Octagon Theatre Business Plan, at the theatre, via outreach programmes within the community and within schools, which include but are not limited to the following:

1. 8 home produced productions/co-productions.
  - Explore and exploit the unique nature of the Octagon Theatre through its producing work.
  - Develop partnerships with other producing theatre companies with whom it shares artistic values.
2. A minimum of 30 visiting productions including plays, music, comedy, talks, poetry and dance for a range of audiences including children and culturally diverse communities. These activities are designed to:
  - Present a programme of visiting productions which extend and enhance the Grantee's producing work
  - Continue to develop a culturally diverse programme and establish relationships with companies and venues specialising in culturally diverse arts forms.
  - Programme a range of work for children and young people appropriate to their age and development.
3. 13,000 contact/outreach sessions via 'Activ8' the Education, Outreach and Participation Department of the Grantee. These community projects will include:
  - 6 (grouped by age) Youth Theatres meeting each week at the Theatre

- DRAFT
- 4 Satellite Youth Theatres meeting each week – Activ8 Brightmet, Activ8 Great Lever, Activ8 Bridges (disability) and Activ8 Urban (refugees)
  - 'Art-beat' Over 50's programme sessions at the Theatre
  - Drama Sessions at The Asian Elders Resource Centre
  - 'Art-beat Farnworth'
  - 'On The Go' Theatre Company
  - 'Play In A Week' – with children and young people 4 times a year
  - 'Drama Drop In' – aimed at young people at risk of social exclusion
  - 'Open Doors' Events – to outline to young people the wide range of careers within the Theatre industry

The theatre, which is located in the town centre and should be accessible to all, will play to a minimum audience of 60,000 per annum and conduct a minimum of 310 performances per annum.

The delivery of the above stated level of service is dependant upon all sources of funding being maintained.

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- 2.
- 3.

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

### **Bolton Community and Voluntary Service (CVS) Service Specification**

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually.

The Grant is made to the Grantee for the purpose of supporting Bolton's community and voluntary groups (Third Sector) and to promote voluntary action through development, training, offering information and advice, supporting volunteers, networking and sharing resources, for all Third Sector organisations in Bolton which would not otherwise be available within the Borough. To deliver this core service the Grantee will:

1. Ensure efficient administration and effective internal development as an organisation. The Grantee has adopted the National Association for Voluntary and Community Action (NAVCA) Performance Standards, this will lead to identifiable beneficial outcomes for Third Sector organisations that the Grantee works with.
2. The Grantee will deliver a range of projects and activities as detailed in the Grantee's Twelve Month Plan for 2010/2011 including Strategic Priorities for this period. The plan is to be submitted to the Council.

3. The Grantee will deliver a core service for Bolton's Third Sector, and draw in additional funding to set up and run additional specific projects for the benefit of the wider Bolton Third Sector community.
4. The Grantee's office will be open between the hours of 9.30am and 12.30pm and 1.30pm and 4.30pm 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 office will be open for a minimum of 48 weeks in the year and the number of hours should be adjusted in line with public holidays when the service is not in operation.
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- 7.
8. The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

## Bolton Volunteer Centre Service Specification

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually.

The Grantee is part of Bolton Community and Voluntary Services (CVS) and is an accredited member of Volunteering England. The Grant is made to the Grantee for the purpose of providing support at a local level for individual volunteers and volunteer involving organisations in Bolton which would not otherwise be available within the Borough. The Grantee 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 and the volunteering framework
  - 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 performance indicator NI6 – participation in regular volunteering (contributing to the Vision priority of encouraging everyone to become more active in the community) as measured through the Place Survey.

| NI 6          | Target                    |
|---------------|---------------------------|
| Baseline 2008 | 2010/2011                 |
| 22.1%         | 23.8% (Place Survey 2010) |



- DRAFT
- 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 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.

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
- Targeting the 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](http://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.

- DRAFT
- Contact phone number: 01204 546060
  - Projected number of volunteers accessing the service.
    - 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 2 job shares, which is the equivalent of 1 full time Co-ordinator post and 1 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 neighbourhood renewal areas and specific targeted groups, complements the work of the Centre.

8. Bolton Volunteer Centre will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc

### **Bolton Equalities Centre Draft Service Specification 2010-2011**

This service specification details the agreed standard level of service to be provided by BEC, in return for the grant aid issued by Bolton Council for 2010/2011.

#### **Discrimination, Harassment & Hate crime**

Undertake research & identify gaps in service provision to individuals requiring support & guidance, develop further work programmes & identify suitable funding to support these.

With other agencies, develop robust recording, monitoring, evaluation & reporting mechanisms.

Provide advice & training to relevant agencies including Statutory/non statutory and Third Sector organisations.

To act as a reporting centre for Hate Crime by collecting data/evidence from individuals affected by this and signposting to Greater Manchester Police.

#### **Equality & Diversity**

Undertake research & identify gaps in provision, develop and provide appropriate training & awareness raising programmes to meet the needs of Statutory/non statutory and Third Sector organisations & identify suitable funding to support these.

#### **Refugees, Asylum Seekers and New Communities**

Continue to support & develop the Refugee & Asylum Seekers Forum. Seek partners & undertake research into new & emerging communities.

#### **Community Cohesion**

Contribute to work on community cohesion, working in partnership with appropriate agencies and organisations.

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

BEC will visibly acknowledge the support of Bolton Council as a key funder in all communications; newsletters; presentations etc.

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

### **Bolton Victim Support Service Specification 2010-2011**

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually. The Grant is made to the Grantee for the purpose of providing support at a local level for victims of crime in Bolton which would not otherwise be available within the Borough.

The Grantee will:

1. contact all victims of referable crime in the Borough of Bolton where applicable and appropriate
2. receive referrals from police, other agencies, third parties and victims and witnesses themselves
3. liaise with police or other relevant agency to gain consent to contact victims of Domestic violence, Sexual violence and families bereaved by homicide
4. continue to develop the role of Independent Domestic Violence Advocate in partnership with Supporting People team and Community Safety team subject to continuous funding
5. on completion of a structured needs assessment, provide support to victims and, where appropriate, family members, by telephone or personal meeting. All personal meetings will be subject to an assessment of risk whereby either a home or office visit will be approved. Support may consist of:
  - lock fitting service
  - provision of personal alarms and personal safety information
  - facilitation of transportation needs in respect of accessing support
  - facilitation of childcare in respect of accessing support
  - home security measures and crime prevention advice
  - commissioning of emergency repair services resulting from the crime
  - advocacy
  - emotional support
  - help in arranging funerals where a family is bereaved by homicide
  - establish and oversee contact with relevant agencies
  - assistance with claims for compensation from the Criminal Injuries Board, to level 1 Standard
  - practical help in respect of the crime, such as completion of insurance forms, cancellation of credit cards
  - accompany victims of rape to St. Mary's Hospital Sexual Assault Referral Centre

- DRAFT
- accompany victims to identity suites
  - long-term support and guidance in cases of serious crime e.g. murder, rape/sexual assault and domestic violence
6. provide support to victims of crime and witnesses in the Magistrates and Crown courts where necessary and engaging with Witness Service for relevant support subject to continuous funding
  7. refer young witnesses to Victim Support and Witness Service Young Witness Service in Crown and Magistrates Court trials subject to continuous funding
  8. will continue to reassess the service provided ensuring all needs are identified and met in accordance with our remit
  9. monitor the quality and effectiveness of our service delivery and that of other agencies referred on to or commissioned by the Grantee
  10. the Grantee will provide this service 5 days a week between 8:00am – 8:00pm. The service will be available by appointment. Additionally, a national helpline is available out of office hours. The number of hours should be adjusted in line with public holidays when the service is not in operation
  11. the Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc
  12. the Grantee will actively promote the rights of victims and witnesses in line with the Victims Code of Practice and Witness Charter
  13. the Grantee will engage with all partner agencies and actively seek to encourage joint working initiatives with those agencies where appropriate
  14. the Grantee will represent victims and witnesses at strategic level within the Bolton Partnership and with all other Criminal Justice Agencies

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

### **Bolton Shopmobility Service Specification 2010-2011**

This Project Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually.

The Grantee will:

- Provide 26 Electrical Powered Scooters and 1 Electric Wheelchair for free use by members within Bolton Town Centre.
- Provide 55 Manual Wheelchairs for use within Bolton Town Centre or for short-term loans to members.
- Produce a quarterly newsletter, which is used to engage the membership and promote the aims of the Grantee.
- Work closely with other voluntary and statutory agencies to ensure the services are meeting the needs of its target group.

- Will be open Monday to Thursday 9.30 am to 4.00 pm and on Fridays 9.30 am to 3.00 pm.

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

## **Bolton Community Transport & Furniture Service (BCTFS) Service Specification 2010-2011**

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually.

The Grantee 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.
- 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.
- will provide a furniture service as follows:
  - collect, display and deliver donated and reusable goods of an acceptable quality, or new goods, 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. The Grantee will, subject to resource availability, and at the request of the Housing Department, Adult Services, Hospital Support Services, Police, Victim Support and other voluntary organisations.
  - 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.

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

## **Relate Service Specification**

This Service Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually. The Grant is made to the Grantee for the purpose of providing relationship support/counselling at a local level in Bolton

which would not otherwise be available within the Borough.

The Grantee will provide:

- Confidential counselling for couples and individuals who are experiencing problems in their relationship.
- Sex therapy for couples experiencing specific sexual difficulties in their relationship.
- Family counselling for families who are experiencing difficulties in their relationship.
- Relateen counselling services for young people who are affected by difficult relationships or the past or current breakdown of their parents' relationship.
- Own Based Counselling to make our services more accessible
- Email Counselling Service
- Telephone Counselling Service
- Joint working with SALSA Bolton to provide Professional Development Training for Counsellors. This will be made available to other Third Sector Organisations and Statutory Bodies.
- Relate for Parents – A free user-friendly advice for Parents via Live Instant Messenger and by Text to mobile phones.
- Training for four Counsellors to provide Parenting Skills after parting. This is in partnership with CAFCASS
- A minimum of 2000 counselling hours per year.

The service will be available for a minimum of five days a week plus Saturday mornings, for a minimum of 48 weeks per year. The 24-hour Relate Response is now in operation.

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 is also provided.

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.

### **Bolton Unemployed Workers Advice Centre Service Specification 2010-2011**

This Project Specification details the agreed standard level of service for 2010/2011 to be provided by the Grantee in return for the Grant issued by the Council and will be refreshed annually. The Grant is made to the Grantee for the purpose of providing support at a local level in Bolton. The Grantee will provide:

#### **Counselling and Advice**

- to provide un/employed people with information and advice about opportunities and assistance for training and mobility and generally on help available to the un/employed.

- DRAFT
- provide representation at tribunals where appropriate and referrals to other bodies for support where this is necessary.

#### Additional recession support for 2010-2011

- to provide additional support (e.g. relating debt, benefits, redundancy etc) in order to reduce the impact of the recession on individuals and communities within Bolton
- Grant increased on a one off basis by £2,000

#### 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.
- there is a management committee and a range of volunteers operating within the centre promoting full participation in the work of the Centre.

#### 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 the community with objectives related to those of the centre.

Information/advice services shall be provided five days a week, Mondays to Fridays, between the hours of 9.00 am and 5.00 pm & at weekends as necessary.

The Grantee will provide the service for a minimum of 52 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 is open full time with support from 12 volunteers, with additional people who assist on an ad-hoc part time basis

The Grantee will visibly acknowledge the support of Bolton Council as a key funder in all communications, newsletters, presentations etc.