

**Salford CVS Annual Report and Accounts
for the year ended 31 March 2021**



**Salford Community and Voluntary Services
Company Limited by Guarantee, registered number: 1948293
Registered Charity number: 519361 England and Wales**

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Introduction

Welcome to Salford Community and Voluntary Service's annual report and audited accounts for the financial year ending 31st March 2021.

Writing the introduction to last year's annual report I talked about Covid-19 and having to adapt our work, little imagining I'd be sitting here a year later and still be talking about the pandemic! However, that's exactly what I am doing, because Covid-19 has utterly dominated our work during 2020/21. Consequently, I have decided to call this annual report: **'The Covid Year – a seasonal summary of our work in 2020/21'**.

In a departure from previous years' annual reports, where we have reported in themed chapters, this year I decided to tell a seasonal story of our year here at Salford CVS. I hope it gives you a flavour of how we have used our funding to make a difference in Salford during such turbulent times...

We started the year here at Salford CVS in lockdown, living the mantra **'Stay Home, Protect the NHS, Save Lives'**. Whilst we made it possible for all of our staff to work from home and adapted our services to be available online, we didn't just 'stay home'. We kept our offices open, with a small rota of staff; extended our phone line opening times; repurposed some of our space to

become a logistics centre for the collection and redistribution of essential goods such as PPE, food, toiletries, care packs, etc.; recruited hundreds of **emergency response volunteers**; and set to work supporting our city and its communities in whatever ways we could, in order to meet need. Last year when I talked about **Radical Roots (Routes) to Practical Action** I didn't have this in mind... You can watch a little video detailing some of our early work in response to the pandemic via our YouTube channel.



<https://bit.ly/SalfordResponse>

The pandemic led to us adapting all of our usual work – strategic, comms, grants, development support for groups, volunteering, logistics, system leadership – whilst taking on new roles throughout the year around supporting clinically vulnerable citizens, care home

residents, schools, young people, the Covid Virtual Ward, large-scale Covid-19 testing and vaccination programmes, Flu, food poverty, and much more...

Covid-19 has on the one hand been a great leveller and reminded us all that we're part of a bigger ecosystem – and one that needs looking after! The positive - if fleeting - impact on the environment during the first lockdown was a moment of joy in a pretty bleak year. But as well as the horror of the loss of life and long-term health impacts of Covid-19, we now know that the pandemic has exacerbated the endemic poverty and inequalities that exist within some of our communities – in terms of both geography and identity.

In June 2020 the **Black Lives Matter** movement crystallised around the murder of George Floyd – and it's shameful that his murder was one of many. Evidence of structural racism has been highlighted in all corners of public life in the UK, including in the VCSE sector. There is much to do for all of us in ensuring we focus our practical energies on being truly anti-racist in our practice and we must use our resources wisely to challenge and tackle poverty and inequalities and promote equity. It's truly shocking to note that nearly six out of every 10 people who died with coronavirus in England last year were **disabled people** and that there has been significant disproportionate impact too amongst **Black, Asian and minority ethnic** communities.

In the summer of 2020 **the State of the VCSE Sector** survey finally went 'live'. We decided to press on with this already

delayed 'realist evaluation' online survey, working with local infrastructure partners and the **University of Salford**, as we were keen to understand what had been happening to our sector, both in Salford and across GM, particularly as we were now a few months into the pandemic. I'd like to take this opportunity to thank all of the voluntary organisations, community groups, charities and social enterprises who took the time during the pandemic to complete the survey and also those who contributed their thoughts via the focus groups we ran.

In September we supported local charity Start with their annual Reach Out: Start to End Suicide vigil, filming our contribution to the roll-call of those lost and then attending their drive-in event in the car park of Salford Civic Centre. I've never been to a drive-in 'movie' before, and this was so powerful and so very moving...

Autumn was auspicious for a number of reasons – we held our first ever online (and well-attended) Annual General Meeting; our Chair of Trustees, Chris Fox, stood down after many years at the helm; and for the first time in 16 years we were unable to hold our in-person **Heart of Salford** awards ceremony. You can read in the following report what we did instead...

Throughout the year we continued to closely monitor what was happening to our sector in Salford – feeding into the City Mayor, council and health colleagues what CVS and the wider VCSE sector were doing to support humanitarian response work and the challenges we were facing in terms of



funding. This led to the City Mayor awarding us £200,000 to launch a new grants round in early 2021, called the **Community Response Fund**, to help support the Sector in Salford. This was followed up with further investment of £151,000 for communities of identity outreach work around Covid-19 vaccine hesitancy as part of the city's £500,000 award from MHCLG's Community Champions Fund. This included creating a **Community Champions Network** alongside our existing Trusted Voices work. Then in March 2021 the Director of Public Health allocated additional funds to support our capacity-building work with VCSE groups and organisations tackling inequalities, particularly in relation to disabled people. This programme of work will be delivered in 2021/22 alongside partners including Salford Disability Forum, Beyond Empower, GM Coalition of Disabled People and Breakthrough UK.

At the end of January we bade farewell to Jim Taylor, who retired as the Chief Executive of Salford City Council and

February saw us say hello to the new Chief Executive, Tom Stannard. Tom took over where Jim left off, meeting with Salford's Vocal VCSE Leaders Forum members and then visiting some of our frontline charities in person in early March, alongside the City Mayor, Paul Dennett.

Throughout the pandemic I had worked with our national membership body NAVCA to complete a fortnightly 'pulse check' survey, which in turn fed into the work of the national Voluntary and Community Sector Emergencies Partnership (VCSEP). Not wanting to let a good idea go to waste, we decided to start our own Salford '**pulse check**' in February 2021, using it to take a quarterly temperature check of what was happening in our sector in real time, with the intention this would complement our State of the Sector large-scale survey work, which only takes place every three years.

March saw us receive the early findings from this **State of the VCSE Sector** research, which we presented to Salford

City Council's cabinet meeting, alongside an update on the work of the sector during the pandemic.

As we moved towards the spring of 2021 we launched our own **Roadmap to Recovery**, focusing on staff wellbeing, a Covid-safe working environment, and a hybrid approach to delivering services.

Much of our strategic work in 2020/21 centred on helping with work around **The Salford Way** – helping refresh the city's tackling poverty strategy, No One Left Behind; helping develop a new inclusive economy strategy, Closing the Divide; and starting from scratch with helping ensure relevant parts of our sector were at the centre of drafting a new Equalities Strategy. We also helped with the creation of the new Salford Crowdfunding Platform.

In Greater Manchester we continued to be at the centre of developing the **10GM** joint venture alongside our work as a founder member of the **Greater Manchester VCSE Leadership Group**. This work encompassed a wide range of activities – from population health to vaccine roll-out; making smoking history to humanitarian assistance; undertaking practical actions around food to helping write GMCA's One-Year Covid **Recovery Plan**.

We continued to coordinate, administer and chair the Salford Social Value Alliance during 2020/21, leading on the refresh of its **10% Better** campaign. If we are to Build Back Fairer the Salford Way, ensuring **social value** is at the heart of this work will be crucial.

Ensuring people are not trapped in a cycle of in-work poverty is what drives us to prioritise our work around the 'real' **Living Wage** – asking a question in the State of the Sector survey and encouraging our grant-funded organisations to register with the Living Wage Foundation are just two of the practical actions we took in 2020/21 to demonstrate our commitment. We remain an accredited Living Wage Employer (since 2013) and an accredited Living Wage Funder (since 2018). We continued to play a proactive role as core members of the Salford Living Wage City action group and in 2020/21 became involved in Andy Burnham, Mayor of Greater Manchester's Living Wage City Region work, joining the VCSE work strand alongside representing the GM VCSE Leadership Group on the Mayor's steering group. After all, we believe 'a hard day's work deserves a fair day's pay'. This commitment to the Living Wage saw us win a Charity and Funders



Award at the 2021 Living Wage Foundation's awards ceremony.

Throughout the pandemic, I have been prouder than ever to work in the VCSE sector. I have witnessed how responsive our groups and organisations, whether tiny or large, have been to the Covid-19 crisis. Our sector is made up of tens of thousands of local volunteers, alongside a few thousand paid staff – we are the people and communities we seek to represent and support. 68% of the sector in Salford is made up of micro community groups, who have a turnover of less than £10,000 per annum. It is interesting that we have seen a significant increase not only in the number of people volunteering in Salford but also a big increase in the number of hours being volunteered since our last State of the Sector survey in 2017. Local people's willingness to volunteer their time when the going gets tough is truly something to behold. It will be interesting to see if volunteering levels remain as high post-pandemic as we move more into recovery.

The starkest finding in our new Salford State of the VCSE Sector 2021 report is the VCSE sector's fall in income. From a figure of £165m in 2014/5 (State of the Sector 2017 report) to a figure of £149m in 2019/20 – that's a shocking decrease for our Salford VCSE sector at the very time it is doing more than ever before to support Salford communities.

The national **#NeverMoreNeeded** campaign, launched in 2020 as a response to central government's lack of investment into the sector during the pandemic, was spot on when it highlighted:

“People across the country are relying on charities, the essential support they provide and how they shape our society for the better.”

Our sector contributes much to our city; its social and added value is immense; and the return on investment it provides is well evidenced. More than that, the thousands of volunteers and staff that make-up such a vibrant sector truly demonstrate the **Spirit of Salford**.

As we move forward, with the government ending the Coronavirus Job Retention Scheme, commonly known as **Furlough**; and the reduction of the **Universal Credit** uplift, despite Covid-19 still being prevalent and the backdrop of widening poverty, I am anticipating that the next 12 months will continue to be tough...

As I write this we have just been acting as a Care4Calais donations collection point and supporting those from **Afghanistan** seeking refuge in Greater Manchester – all against the backdrop of the government's punitive plans for people seeking asylum here and in the knowledge that millions of people across the world are displaced and simply seeking a better life for themselves and their families.

I fear for women and girls in particular as we witness an assault on their rights, from Texas to Kabul... and also in this country. Incidences of domestic abuse rocketed during the pandemic, women have borne the brunt of redundancies and the burden of care, and as the campaign 'Counting Dead Women'

testified, more than 150 women were murdered by men in 2020/21, including the well-publicised murder of Sarah Everard in March this year, leading to a re-ignition of Reclaim the Night marches.

We know we have much to do going forward if we are to continue **'Making a Difference in Salford'**.

In October 2021 we will be once again holding our annual VCSE conference, which this year is entitled **'Belonging: exploring identity and place'**. Our AGM will be held during the conference, where this annual report will be presented to our members. We are pleased that our membership continued to grow during 2020/21 and hope that is testament to our work on behalf of the VCSE sector in Salford.

I'd like to end by saying a MASSIVE thank you to everyone who helped us in the past year or so – from groups knitting hearts, volunteers making up creative care kits, the volunteer drivers, the Heroes from Home, the dog-walkers, the people and organisations that donated cash to our Salford 4 Good appeal, to Ed Blaney for featuring in his Salford Music Festival and raising cash via sales of his new CD, to our friends at Carbon Creative, Anchor Removals, ForHousing, Salix Homes, SPCT, NHS Salford CCG, Salford City Council, Paul Dennett, Mayor of Salford; The Lowry, Healthwatch Salford, Salford Credit Union, CAHN, North West Logistics, University of Salford and Pendleton Together, Inspiring Communities Together, Start, Age UK, Social adVentures, Unlimited Potential, Citizens Advice Salford, Little Hulton Big

Local, Langworthy Cornerstone, Big Life, 42nd Street, Gaddum, Mustard Tree, GM Fareshare, the foodbanks and food clubs, all of the charities, community groups and social enterprises across the city, the BME groups / organisations that have helped us with Covid messaging, and too many more to mention. Our sector, its volunteers and staff are truly inspiring!

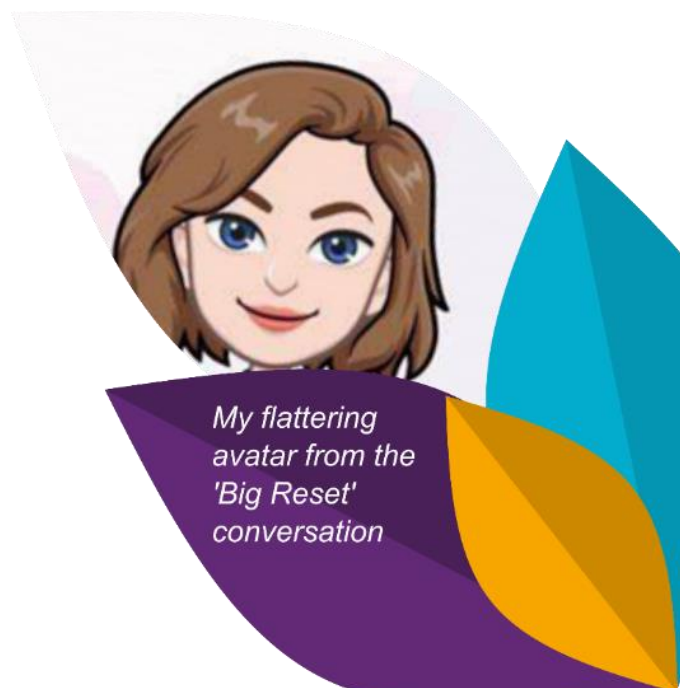
Thanks to our funders, partners and supporters – your support and resources have helped us and our sector to **make a difference in Salford**.

Thank you to the Salford CVS Board of Trustees and to our amazing Salford CVS staff team. I'm prouder than ever to work with you all!

Special thanks must go to my Deputy, Kirsten Robinson, who has worked diligently throughout the pandemic to keep 'the show on the road', as they say...

Final thanks must go to my 10GM colleagues for their comradeship and helping to keep me sane during this 'Covid Year'!

Alison Page, Chief Executive, Salford CVS



My flattering avatar from the 'Big Reset' conversation

Legal and administrative information

Status

The Charity (no. 519361) is a Company Limited by Guarantee, (no. 1948293) with its governing document being its Memorandum and Articles of Association. The liability of the members in respect of the guarantee is limited to £10 each. As at 31 March 2021 there were **892 members**. The charity's trading name is Salford CVS.

The Directors are appointed according to the Articles of Association and are referred to as the Board of Trustees.

Board of Trustees

Chris Fox (Chair)

Resigned 17th November 2020

John Phillips (Treasurer)

Janice Lowndes

Ray Mashiter

Grace Dyke

Dr Kevin Kane

Dr Jennifer Rouse

Barbara Bentham

Adam Webster

Appointed 17th November 2020

Ben Whalley

Appointed 17th November 2020

Yen Siang Tan

Appointed 28th August 2021

892
members

Council Representatives

Non-voting ambassadors

Cllr Laura Edwards - to May 2020

Cllr Sophia Linden - to May 2020

Cllr Sharmina August - from October 2020

Senior Management Team

Alison Page - Chief Executive

Kirsten Robinson - Deputy Chief Executive

Rachel Jones – Director of Delivery

Investment Powers

The charity's powers of investment are governed by its Memorandum and Articles of Association.

The Trustees, who are also the Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the Charity for the year ended 31 March 2021. The Trustees have adopted the provision of Accounting and Reporting by Charities: Statement of recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Principle Objectives

The charity's principle objectives as set out in its Memorandum of Association are:

1. To promote any charitable purposes for the benefit of the public principally but not exclusively in the local government area of Salford and its environs (area of benefit). And in particular, build the capacity of third sector organisations and provide them with the necessary support, information and services to enable them to pursue or contribute to any charitable purpose.
2. To promote, organise and facilitate co-operation and partnership working between third sector, statutory and other relevant bodies in the achievement of the above purposes within the area of benefit.

For the purposes of this article:

- a) 'third sector' means charities, voluntary organisations and social enterprises.
- b) 'charities' are organisations which are established for exclusively charitable purposes in accordance with the law of England and Wales.
- c) 'voluntary organisations and social enterprises' are independent

organisations, which are established for purposes that add values to the community as a whole, or a significant section of the community, and which are not permitted by their constitution to make a profit for private distribution. Voluntary organisations and social enterprises do not include local government or other statutory authorities.

Public Benefit Outcomes

Salford CVS operates for the benefits of its membership and our ethos is demonstrated in public benefit to the citizens of Salford. Trustees have referred to the Charity Commission's general guidance on public benefit when reviewing the Strategy, Vision, Mission and Values of the organisation and our six thematic strands of work. In particular, the Trustees have considered how our planned activities, developments and decisions affect our impact on Salford citizens. We use monitoring and evaluation systems to demonstrate our outcomes and impact, which further demonstrate our public benefit. Underlying this is our commitment to Quality, which is one of our six Values.



Registered office

The Old Town Hall
5 Irwell Place
Eccles
Salford
M30 0FN



Bankers

Unity Trust Bank plc
Four Brindleyplace
Birmingham
B1 2JB



Auditors

Wyatt Morris Golland Ltd.
Park House
200 Drake Street
Rochdale
OL16 1PJ

Custodian Funds

The charity holds funds on behalf of other organisations as a custodian. There are a number of reasons why the organisations cannot hold their own funds, including: the organisation is too small to operate a bank account; there are not sufficient people in the organisation for adequate controls as stipulated by a grant provider; or, the organisation does not feel it has

appropriate resources to handle its own funds.

When a fund is taken on by the charity, there is both an application form and ID provided by the organisation; or, the terms from the grant provider are that the funds are held by the charity. Any movement of funds must be supported by written authorisation from a designated member of the organisation.

Values - Making a difference through:



Salford CVS has a proud history of making a difference in Salford.

We are a well-respected partner in this city and have excellent relationships with both VCSE and public sector organisations.

We are financially stable with a clear business plan and a highly skilled and

motivated staff team and board of trustees.

As a membership organisation, we work hard to address the needs and represent the interests of our hundreds of Voluntary, Community and Social Enterprise (VCSE) member organisations.



Strategic Priorities

Ensuring our work delivers our objectives

We developed a new Strategic Plan in 2018 for the period 2018-2023, which sets out for stakeholders our priorities.

We determined our priorities in consultation with our membership, wider VCSE sector colleagues, community stakeholders and public sector partners, which we review annually.

During 2020/21 we undertook a rapid review of our strategic objectives and

organisational priorities in the context of the pandemic and the pressing needs of our (VCSE) sector, partners, people and communities in Salford - adapting our delivery as necessary, whilst always making sure our activities fell within our purpose, vision, mission, values and strategic priorities.

Mission Statement: Making a difference in Salford

Vision: A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford

Salford CVS Strategic Priorities 2018-2023





A spring like no other - you can hear the birds singing

Artwork produced by a member of Connect Youth and Community Centre at their virtual Art Happy Hour during the first lockdown.

From Kashmir to Llandudno...

Whilst none of us wanted to be told we had to go home and stay home, and the horror of the pandemic was only just starting to filter through, it became apparent that there was a positive impact of less traffic and largely empty streets. This phenomenon was witnessed across the world, from Kashmir to Llandudno. The skies seemed bluer, the air clearer, and you could **hear the birds singing...**

Our staff team were brilliant, rising to the challenges presented with good humour, despite the anxiety we were all feeling as the virus started to become more prevalent across the country.

Our second task was to work out how to adapt our services. We decided to keep our offices open as a coordination hub – with a small number of staff covering essential tasks on a rota basis. This included extending our phone line opening hours so we could be readily available to our sector and wider communities, and turning our downstairs



With the announcement that we all had to **Stay Home, Protect the NHS, Save Lives**, we at Salford CVS had to get our acts together!

Our first task was to work out how to get our paid staff working from home safely and effectively. This involved reviewing our business continuity plan, undertaking risk assessments, lots of meetings with our staff, buying new digital kit, adapting our systems and processes, and much more... We were fortunate in not having to do this alone working alongside our digital support providers Upland. We're also extremely grateful to Salford City Council for providing technical support particularly around our office broadband capability all at breakneck speed!

office into a collection and distribution hub – for everything from hand sanitiser to pet food! We set up systems to deliver 1-2-1 support via phone calls and Teams / Zoom meetings from the outset.

Our third task was to check in on our members. So in the first quarter of 2020/21 our staff had meaningful conversations with **over 500** Salford voluntary organisations, community groups, charities and social enterprises. We started each call asking how the person on the end of the phone was doing, moving onto asking them what was happening for their group / organisation, how the communities they serve were coping, what their needs were, and how could we help.

31% wanted us to help with a specific support issue, with sourcing funding the number one ask; 75% said they were still supporting their beneficiaries through telephone or Zoom conversations and activities.

We used the insight gained from this work to inform our service offer, feeding into Salford partnerships, lobbying for funding for our sector, and joining national campaigns such as the charity sector's **#NeverMoreNeeded**.

Lockdown one - staying connected when we're kept apart

With everyone being asked to **#StayHomeSaveLives** and socially distance we wanted to try to ensure that our volunteers, members and communities didn't become socially isolated.

To help address this we created a **#SalfordStories wellbeing timetable**, initially to provide fun lockdown activities for children and young people. Following the success of this timetable we created a version for adults to also help them to stay connected and look after their own wellbeing.



If you have to go out in public
make sure you stand
2 meters away from others.
That's the size of a bear.

The timetables featured activities provided by our members, ranging from wellbeing newsletters to home workouts and daily creative challenges. Our team also got involved, sharing how they were staying connected by producing **weekly videos**.

Digital by default – new resources

With the move to home-working for many in our sector, our digital communications became a vital way of keeping in touch with our members and sharing important updates and resources. Our **website** saw significantly more hits during the first lockdown (**up 56%** compared to the same period the previous year).

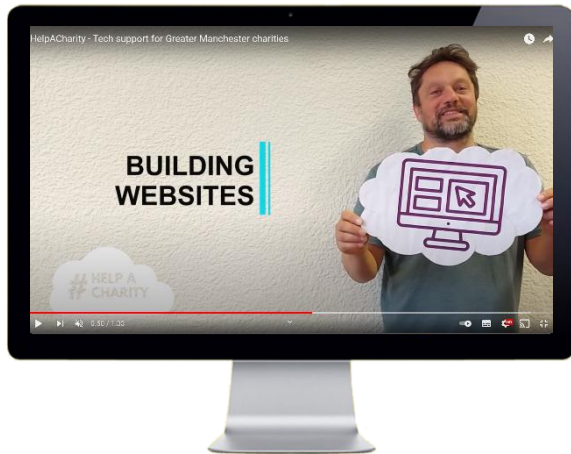
We changed the way our regular communications were delivered, switching to a **twice weekly mailing** so we could provide the latest Covid-19 response updates to around **3,000** contacts. We also produced new resources that could be easily accessed and shared online including a **Funding for Individuals in Need** factsheet, a downloadable **Services Directory**, an **A-Z of Helplines**, and a **Digital Resources Library**, so we could keep the sector updated on the wide range of tools, techniques and approaches that could help meet their needs.

<https://bit.ly/SalfordDigiLibrary>

We produced more **vlogs** than ever before, featuring members of our team (except the camera shy!). You can find these and lots of other content we created on our YouTube channel:

<https://bit.ly/YouTubeSCVS>

We also made significant changes to our homepage and the way our website is structured to provide better access to Covid-related resources and news.



During the early part of 2020 we partnered with Tech for Good Live to pilot the 'Help a Charity' scheme with groups in Salford and across Greater Manchester.

The scheme, which launched in May 2020, was established in response to the growing digital demands and queries we received from VCSE organisations. In a nutshell it matched VCSE organisations who needed tech help with volunteers from within Greater Manchester's tech community. In total **54 tech volunteers** from across GM were recruited and successfully matched with **44 VCSE organisations** needing support. Requests were varied and included digital service design, back office infrastructure as well as marketing and websites.

Information Governance including Cyber Security

Salford CVS continues to value the importance of good Information Governance (IG) and Cyber Security. As a result, the past year has seen us enhance our training offer with the launch of a new Cyber Security module, built from guidance provided by the National Centre for Cyber Security. We also developed and ran a revised introductory training course for Data Protection and Information Governance.

We maintained our VCSE representative role on the Greater Manchester Information Board during the year, ensuring the sector's voice and views were fed into discussions on Information Governance.

We also continued to convene the Greater Manchester VCSE Information Governance Forum - still the first of its type nationally – in order to enable VCSE sector IG Leads to come together.

This quarterly forum has a current membership of **35 VCSE organisations** and operates under 'Chatham House' rules to enable open conversation about our work and challenges. As well as regular bulletins, advice and support the forum also provides training and insight sessions, which in the past 12 months have included formal training around the completion of Data Protection Impact Assessments.

“We got connected with an amazing volunteer who gave us several practical solutions for our forthcoming project. A big thank you for an incredibly inspiring and informative one to one training session in social media strategy. Their support has been overwhelming!”

Spirit of Salford Network

In early spring, Salford CVS worked with local councillors to establish the Spirit of Salford Network – made up of VCSE, public sector and housing partners – to help us work together as one team. We continued to facilitate these meetings weekly throughout the first few months of the pandemic. This network resulted in the setting up of the following ‘Spirit of Salford’ services:

- **Helpline** (delivered by Salford City Council) as a referral pathway into humanitarian assistance support services (including the VCSE sector)
- **Stay in Touch** service (a phone support offer to tackle social isolation, developed and delivered by NHS Salford CCG with the support of our Spirit of Salford Emergency Response volunteers)
- **Pharmacy delivery** service (developed with NHS Salford CCG / SPCT, delivered by ForHousing and our Emergency Response volunteers)

How to help your community safely

In the immediate response to the pandemic we produced a **Good**

Neighbour leaflet, which detailed how people could help by **donating time, goods or money**. In partnership with the council this was printed and circulated widely. As guidance and restrictions were constantly changing we updated our approach, creating a digital version of the leaflet that could be easily kept up to date.

We knew that lots of people wanted to help while they followed the guidance to ‘stay home’ - so we created a new micro-volunteering opportunity called **Hero from Home**. The ‘heroes’ supported the wider Emergency Response in Salford by sharing important messages via social media to help to keep our communities safe during the Covid-19 pandemic.



Development support for groups and organisations

We continued to provide tailored development support for Salford’s VCSE groups and organisations throughout the pandemic, providing a wide range of information, advice, guidance, training and support - but how we did that had to radically change. We were no longer able to meet groups face to face – so we

Grit Street Aid supports rough sleepers in Greater Manchester. They provide a mobile service where they take food, drink, clothes and basic essentials to where rough sleepers are, rather than asking them to come to a fixed point at a given time. They also support people to access other services like health care and housing. They tend to work with the most entrenched rough sleepers.

They started out as a small voluntary group, relying solely on small donations and volunteer time. Salford CVS have been working with them since September 2018, during that time we have helped them with governance, policies, financial management, safeguarding, marketing and funding. They are now a registered charity with two part-time members of staff.



During the Covid-19 crisis whilst many rough sleepers were moved into temporary accommodation under the 'Bed Every Night' scheme, not all of them wanted to or if they did move in it did not last and they were back on the street. Consequently, Grit Street Aid not only carried on with their service but expanded it, which led to them building relationships with statutory services. During the year 2020/21 we have continued supporting them with funding bids, helping them to secure six small grants totalling £39,371. This has enabled them to take on an additional member of staff.

Currently they are looking at securing premises so they can provide additional services to the homeless community - again we are supporting them with this, helping them to identify what they need and what the risks / issues / opportunities are when taking on a building.

had to swiftly offer support via phone calls, virtual meetings, and other online means.

We adapted some of our most in-demand training to be delivered online – no mean feat! In particular, courses such as **Safeguarding Adults** and **Win that Bid** had to be chunked into modules as in their original format they were too long to be delivered online in one go. This posed a challenge for staff

to not only translate the classroom course into an online session, but also get to grips with new technology so as to offer the best experience possible for our members.

With the focus of many groups and organisations changing, we developed a number of COVID-19 related **training workshops** to address the needs of our local VCSE sector, including a session

called **What Trustees should be doing during Lockdown**.

Whilst the way we delivered our development support work changed, we continued to provide IAG to the VCSE sector throughout the Spring, supporting **149** groups and organisations with **377** interventions.

Funding support was the number one request, as it remained throughout the year.

DBS checks (Disclosure and Barring Service)

As we entered Spring's large-scale lockdown, the demand for DBS checks reduced, as to be expected. With lockdown restrictions in place for much of the year almost all face-to-face contact had to be stopped. We therefore had to adapt our service so we could still undertake DBS checks for those that urgently needed them. This resulted in us offering a postal service to our groups and conducting ID checks via video platforms such as Zoom, Teams and WhatsApp video - as per the government's revised DBS Guidance.

However, as the year progressed we saw the number of requests rising once again, reflecting the need for volunteers to be mobilised in communities. We therefore prioritised offering a quick turnaround time for Emergency Response Volunteers who needed a DBS check rapidly so they could undertake specific frontline volunteering during the pandemic.

In 2020/21 we carried out **760 DBS checks**, 258 of which were for Salford

organisations (the rest were organisations across GM and beyond). These were for both paid staff and volunteers. This was a significant reduction on 2019/20 (1,134 checks, 477 for Salford organisations). This reduction can be directly attributed to the Covid-19 pandemic.

We still continued to provide training for groups and organisations throughout the year around eligibility, form filling and ID requirements - using online platforms.

IAG continues to be an important aspect of this service, enabling organisations to understand their responsibilities and provide them with confidence.



Volunteer Centre services

With the pandemic leading to lockdown and ongoing restrictions on 'in-person' activities our Volunteer Centre had to suspend all face-to-face activities, including our drop-ins, forums and outreach activities. We swiftly made the decision to move as much as we could online, remaining operational throughout the pandemic, although with a limited (non-Covid-19) volunteering offer.

Whilst we maintained a range of volunteering opportunities on our online portal, the vast majority of people coming through our service wanted to volunteer as part of the emergency response. We therefore streamlined our volunteering registration processes so people could register with ease.

Emergency Response Volunteering

The volume of residents offering to become Covid-19 Response Volunteers (**700+ in quarter one**) was staggering. This presented us with a challenge so we had to quickly adapt our staffing capacity to carry out the reference checks and individual risk assessments that were required. There was also the issue of conducting virtual welcome and induction sessions. We created a range of volunteering role descriptions, a volunteer welcome pack and an induction pack – at pace!

We also worked with Salford Safeguarding Children's Partnership and Salford Safeguarding Adults Partnership to create safeguarding briefings for the volunteers.

In order for Salford CVS to take referrals from the **Spirit of Salford Helpline** we developed a neighbourhood response structure, which involved re-purposing two members of our paid staff for each neighbourhood, taking on co-ordinator and support roles – with 10 neighbourhood-focused volunteers

allocated to each of them to provide humanitarian assistance as and when needed.

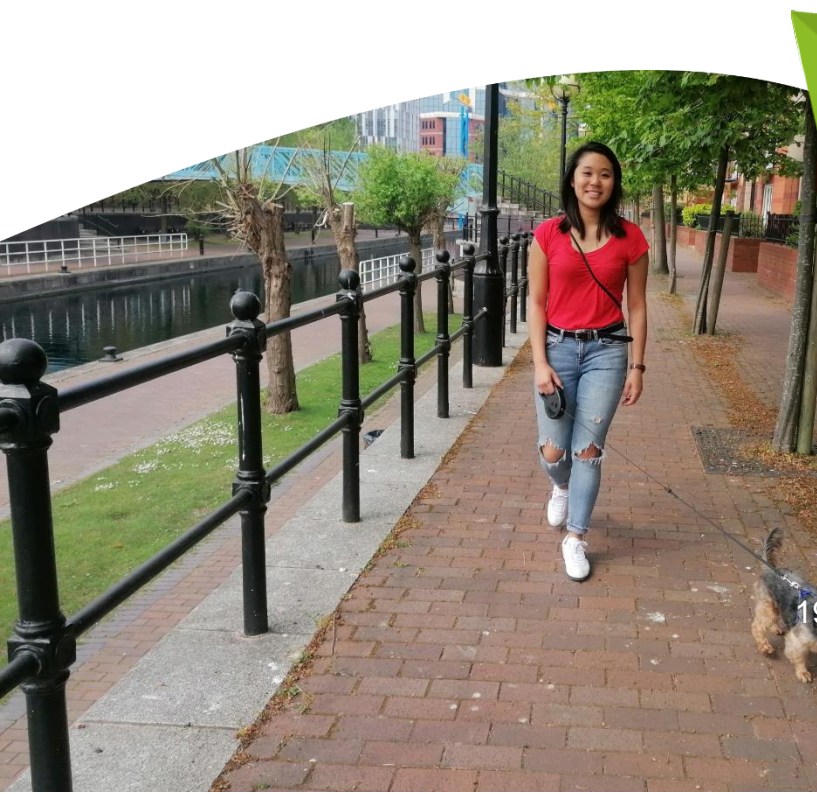
Duties included collecting prescriptions, providing emergency food parcels, and dog-walking!

Mobilisation of VCSE organisations, social housing providers, and local businesses

In Spring, Salford CVS set up a system for processing the offers of support from other VCSE organisations, social housing providers and local businesses. This support ranged from offers of staff labour to use of vehicles and buildings. We utilised **26 partner organisations** during our Spring Covid-19 response work.

We worked closely with local partners, including elected members, to respond to / seek offers of help and support.

Our CEO, as a member of the GM Humanitarian Assistance Group (HAG), worked closely with GMCA / AGMA to take up offers of a variety of donations.



Celine: Neighbourhood Volunteer

Celine usually volunteers as a Wellbeing Champion, but switched to neighbourhood volunteering when this role was put on pause. Celine says her role is: “A great way to lend a hand to others within the neighbourhood.”

We sourced the following for re-distribution to our sector to assist them to support their local communities:

- **Cardboard boxes** for packing and delivering food parcels
- **Food** – including airline ready meal donations, cereals from Kellogg's, Hollands pies, pet food, and much more
- **Arts materials / creative packs** for young people and for older people
- **White goods** – fridges, freezers, etc
- **PPE** such as face coverings, disposable gloves, hand sanitiser
- **Sanitary products / toiletries**
- **Medical coveralls** (arranging collection of donations for onward delivery to the hospital)

This work continued throughout the year with us practically supporting foodbanks and food clubs; women's refuges / women's groups; RSPCA and other animal welfare charities; Care Homes, St Ann's Hospice and older people's groups; schools; youth groups; plus a wide range of other frontline charitable and community initiatives.

Local social enterprise **Social adVentures** adapted their services during Covid-19 and started cooking 600 meals a week for NHS frontline staff and providing food parcels for local people who were referred by the Spirit of Salford helpline.

They contacted us for support in finding volunteers to help make the meals and drivers to deliver the food. We recruited all the volunteers they needed from our pool of emergency response volunteers. We supported them by writing the volunteer role descriptions and risk assessments, advising in terms of PPE and volunteer expenses. We also helped by doing the vehicle checks required so that they could involve volunteers safely and in line with good practice.

“Social adVentures would like to thank CVS for all their help recruiting, vetting, completing risk assessments and vehicle checking the new volunteers that helped out over the pandemic period.

All of the volunteers that came through your service were hard working, committed and wanted to make a difference at such a difficult time. They have helped us to cook the food and to deliver it across Salford – and this has enabled us to feed more people and to have a bigger reach.”



Supporting Salford's Covid-19 response via grants and investments

At the beginning of April, with the size of the crisis beginning to emerge, it quickly became apparent that our carefully worked plans for delivering a large **grants and investments programme** would need to be re-written.

As the pandemic took hold and lockdown loomed it became apparent that communities would need swift access to monies to support an emergency response in terms of food provision, wellbeing and mental health support and activities for children and young people. Launched in the week before the first lockdown, the **Salford Crisis Fund** offered fast-track awards of up to £500 to VCSE groups addressing urgent need. This was made possible by the reallocation of our Third Sector Fund grants monies, agreed in consultation with our funder, NHS Salford CCG. Additional funding from the CCG later in the year enabled top-ups of up to £500 to be offered to funded groups. Over the year, a total of **91** community groups, voluntary organisations and local social enterprises received awards totalling **£71,728** to support a wide range of bespoke Covid-19 emergency response activities across the city.

"The support you've provided during this dreadful time has been invaluable! At times I have felt so lonely. I am frightened that I will lose my confidence and never go out again. I haven't left home since we were told to isolate in

March. You have helped me to stay safe by getting my shopping and picking up prescriptions from the chemist. Hearing a friendly voice at the end of the phone has been a lifeline during dark times, and receiving a beautiful bunch of flowers on my 90th birthday made me realise people still care!"

Salford Heart Care - Crisis Fund project beneficiary

"Thank you African Rainbow Family for sourcing this fund for us. I am particularly grateful as the Crisis Fund will allow me to stay safe at home whilst quarantining and not worry about food. The money towards a food parcel has helped me greatly. I am even able to participate in the group's online activities with the help towards buying internet data. Thank you Salford CVS and African Rainbow Family."

African Rainbow Family - Crisis Fund project beneficiary

Raising funds to support the Covid-19 response

With the support of Salford City Council and NHS Salford CCG, the **Salford4Good Emergency Response Fundraiser** was launched on JustGiving to help meet urgent need arising from the pandemic. Over and above major contributions from strategic partners, **more than 250 local people** made

individual donations, bringing the total raised to **over £146,000**.

<http://bit.ly/S4Gfundraiser>

These monies were used to supplement our Food Response Fund, delivered in partnership with Salford Food Share Network; wider emergency response funds focused on Disabled People and Black, Asian and Minority Ethnic communities; 'Stay Well' booklets for older people via Age Friendly Salford; purchase of radios for Yemeni Community Association relating to Ramadan; support for the work of Wood Street Mission; and Salford Credit Union received investment to maximise their support for those experiencing financial hardship.

Prior to Covid-19 Salford CVS had never distributed funds focused exclusively on **feeding local people**. This changed rapidly as the economic impact of Covid-19 took effect.

In close consultation with Salford Food Share Network, VCSE Leaders, Salford City Council, NHS Salford CCG, and wider partners, Salford CVS established a new **Food Response Fund** to support

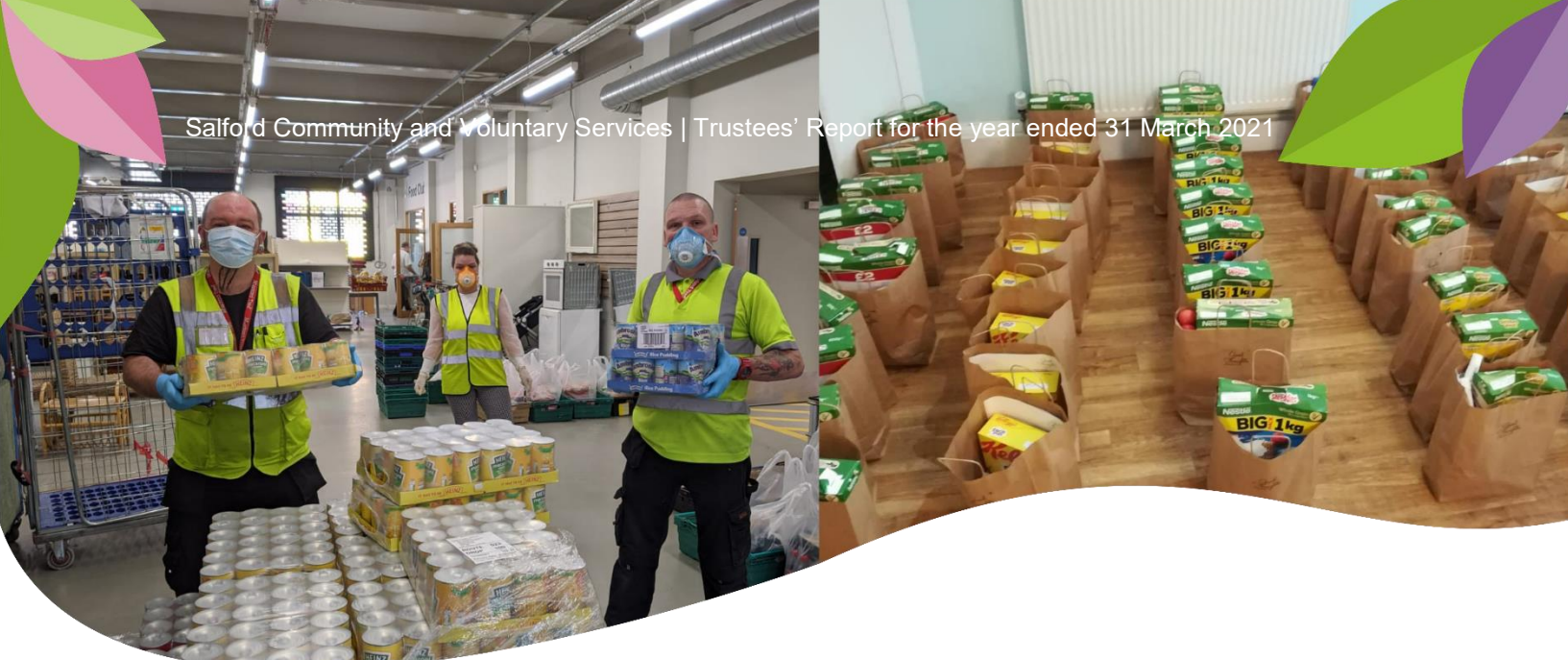
the food banks, clubs and pantries who were members of the **Salford Food Share Network**. Additional funds were used to boost food supplies from Fareshare Greater Manchester to Salford's food banks and clubs and minimise Covid-19 transmission in food shopping queues through provision of Passover food parcels to Orthodox Jewish communities via a collaboration with Hershel Weiss Centre. Several rounds of investments were made throughout the year totalling well **over £200,000**.

In addition, we made dozens of additional food-related grants via our wider **Third Sector Fund**.

Simon's blog summarised the breadth of our food response work over the year: <https://bit.ly/ResponseFood>

"The funding we have received from the Food Response fund has enabled us to provide over 1,400 Good Thoughts Bags to families throughout the pandemic. This has helped with children's nutrition with cereal and fresh fruit, and helped families to support their





own emotional wellbeing and come closer together. Families have loved receiving the bags and said they have been such a help through this difficult time."

Lifecentre Salford

"This period is so difficult and coupled with our personal difficult circumstances I have fallen into a depression and can barely do regular tasks around the house and I am feeling guilty that I am not there for my children. Your assistance has brightened our entire house and brought a spark of hope into my life. I cannot thank you enough."

L'Chaim Foodbank beneficiary

"Salford Food Share Network and Salford CVS (and all the organisations who have helped make up the funding) have supported our food response through the Covid-19 crisis. We couldn't have done it without you. You have enabled us to provide

food for people experiencing multiple disadvantage in Salford safely and effectively. We delivered items across the city, and people accessing vocational training with us helped deliver the activities. More than just money, your continued support has given us the confidence to continue during this challenging time for the charity and people we support."

Mustard Tree

Our sector makes the front page and headlines a festival

Through our collaboration with Salford City Council, 15 VCSE organisations were featured in the June edition of **LIFE in Salford** – with many of these groups making the front page! The feature recognised the amazing response of VCSE and mutual aid groups during the early stages of the pandemic and the 'Spirit of Salford'.

<https://bit.ly/LIFEinSalford>

Salford Music Festival went digital for its 10th anniversary (29 - 31 May) and working with the festival's organiser Ed Blaney we were able to offer VCSE organisations in Salford the opportunity to 'headline' – with their videos being featured alongside legendary acts such as Peter Hook and Tony Christie. Our short film highlighting how Salford came together to respond to Covid-19 was also featured in the festival and over £600 was raised for Salford4Good Emergency Response Fund:

<https://bit.ly/SalfordResponse>

Ed also donated profits from his latest album to Salford 4 Good – thanks Ed!

Volunteers' Week

Although Volunteers' Week (1st – 7th June) couldn't take place in the same

way as usual, it was still an opportunity to recognise volunteers who were making a difference in Salford. We encouraged our members to use Volunteers' Week as a way of thanking their volunteers for everything they have done, prior to and during the Covid-19 crisis. To highlight the difference volunteers were making in Salford during Covid-19 we shared a volunteering story on social media each day of Volunteers' Week:

<https://bit.ly/VolStories2020>

We also wanted to say thank you to all of the 700+ Spirit of Salford volunteers who had registered with us - so we designed, printed and posted them a certificate signed by our Chief Executive and the City Mayor.



Stay in Touch Volunteer

"I...have good days and bad days and I wanted to contribute and help anybody that needs a hand or just a listening ear during these uncertain times."

Francesca Volunteer Driver

Francesca volunteers as a driver with Women with Wings providing a vital link in getting food and care packages to those who need them. She says: "I have met some lovely people and I feel as though the community has come together to support each other."

Jenine Good Neighbour Volunteer

"Jenine volunteers in her community; shopping and delivering essentials. She goes above and beyond to help - ensuring that the most vulnerable are not on their own. Jenine says: "This whole experience has made me feel so humble."

Frances Good Neighbour Volunteer

Frances delivers prescriptions to residents in Irlam and Cadishead, most of whom are at risk. She is a friendly face and seeing some of her regular residents is now like visiting a friend. A resident she helps said: "I don't know what I would do without you."

Sarah Stay in Touch Volunteer

Sarah, a nursing student who is registered blind, found her perfect volunteering match with the Stay in Touch service. She has a natural connection with the people she supports over the phone and a brilliant understanding of their needs.

Philip Volunteer Driver

Philip was matched to a volunteer Driver role with Social adVentures by our Volunteer Centre. He delivered food across Salford, ensuring that NHS staff had access to nutritious meals. Philip says: "This has been my first experience of volunteering and I've found it very worthwhile."



Tackling social isolation and supporting older people

As part of the Age Friendly Salford programme, Salford CVS staff designed postcards from each of the five Neighbourhoods in Salford based on local landmarks that we thought might hold memories for older residents to let them know they were not forgotten, despite Covid-19 restrictions meaning they couldn't see people as usual.

These were delivered through an online postcard service along with a wellbeing

conversation message to 36 Care Homes across Salford.

"All the residents loved the postcard of the CWS Soap Works in Irlam. They all got a chance to see it and quite a few worked there. It brought back memories. Some of them knew it as the Margarine Works and it also sparked conversations off about other places such as the Steel Works."

Moorfield House

A summer window - eat out to help out and the power of fried egg on toast

Trusted Voices Champion, Christine, receives a gift of thanks during Volunteers' Week

As we moved into the summer we saw a temporary easing of restrictions and the government launched its 'Eat out to help out' scheme, aimed to help hospitality businesses. Whilst many Salford residents took advantage of the scheme, others were not in a position to afford this BOGOF-type deal, with some people being recently laid off and many more already living in poverty and struggling to make ends meet.

It was during this time that we learnt from our colleague Ashley about **the power of fried egg on toast** – how small changes can have big impacts!

“Recently I have been working on the Personal Recovery Support Fund which provides small non-cash awards to individuals being supported in their recovery from drug or alcohol addiction by the Achieve service. This fund forms part of a wider grants service that Salford CVS provides for Achieve across Bolton, Salford and Trafford.

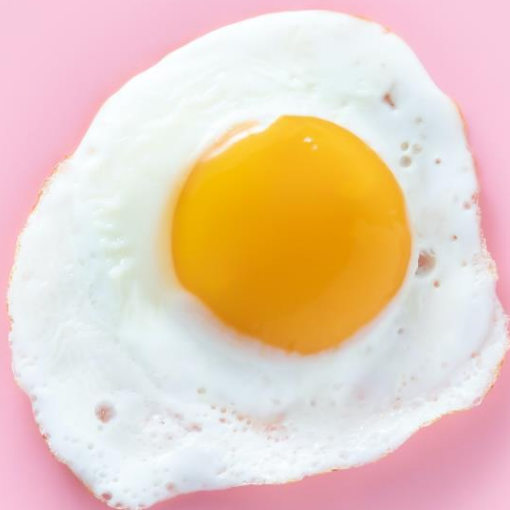
With support from their keyworker, Achieve ‘clients’ can bid for support with a variety of items that have been identified as

supporting them in achieving their recovery goals.

When I contact applicants to tell them their award has been approved they are always hugely appreciative. A few examples come to mind; a woman who had been waiting weeks to make and enjoy her favourite meal – “I can’t wait to have some fried egg on toast!” and another who was excited to put a wash on after weeks of hand washing her family’s clothes.

I have realised that the small things that I take for granted have much more of an effect on my life than I ever knew. Not only am I able to help people through the Personal Recovery Support Fund but it has taught me the importance of the little things in life - I have been humbled and I am proud to work on this small but powerful grant.”

Throughout the 'Covid Year' we continued to hold our **Vocal VCSE Forums** for voice and influence, including a number of 'special' round table events, focusing on key issues. Two examples feature on the following page.



Vocal VCSE Leaders Forum - round table with Paul Dennett, Salford City Mayor

Salford CVS organised this round table, held 7th July and chaired by our CEO, to provide Vocal VCSE Leaders with the chance to ask questions of the City Mayor and his team and for those people to listen, answer questions and discuss solutions together.

The event was attended by over 30 people – including 20 Leaders from our Vocal Leaders Forum (we limited it to 20), City Mayor Paul Dennett, Cllr Boshell and Cllr August, Jim Taylor (CEO, Salford City Council), Debbie Brown (Strategic Director, SCC) and Jacquie Russell (Assistant Director and VCSE officer lead, SCC).

VCSE Leaders had the opportunity to submit questions to the City Mayor in advance, which focused on the Black Lives Matter movement, tackling inequalities, commissioning practices, funding for VCSE organisations, austerity, working together during the pandemic, impact of Covid-19 on young people, digital exclusion, climate change and more.

Questions were answered at the round table and followed up after the event. We held a follow-up event in the Spring once the new council CEO, Tom Stannard, was in post.

Vocal VCSE Wellbeing, Health & Care Forum

The theme of the forum, held 17th July, was: '**Building Salford as a Marmot City Together: working together to tackle health inequalities in the context of Covid-19.**'

Salford CVS organised this well-attended VCSE workshop with Dr Muna Abdel Aziz, Director of Public Health, who gave an overview of the priorities within the recently refreshed Salford **Locality Plan** for wellbeing, health and care and outlined the public health challenges of Covid-19.

She also explained about our ambition to become a **Marmot City** and address the wider determinants of health in Salford by focusing on the challenge of **tackling poverty and inequalities**. We discussed how Covid-19 had exacerbated inequalities and explored how we could work together to address this.

Chris Dabbs gave a presentation on co-production with citizens and communities, based on the Health and Wellbeing Board's commitment to co-production. Presentations were followed by VCSE-facilitated breakout sessions which looked at Child Poverty, Mental Wellbeing and Suicide Prevention and Social Isolation.

This work is being followed up via the STAT tackling inequalities group and further meetings of the Vocal Wellbeing, Health and Care Forum. We held a follow-up event with Muna in March 2021 to assess progress.

During the summer we continued to work as part of **the Spirit of Salford Network** to collectively address the following issues:

- Food Poverty – supporting Salford Food Share Network and contributing to the Feeding Salford Plan
- Healthy Schools holiday scheme
- Production of a Covid-19 Insight Report – written and published by Salford CVS
- Stay In Touch Service transition

Throughout the pandemic Salford CVS have been a core member of the Salford **Health Protection Board** and worked to ensure focused engagement with Black and Minority Ethnic (BME) communities took place regarding Covid-19 good practice and prevention conversations.

As part of our **VCSE Voices Matter** programme of work, funded by Salford

Together, we worked with partners from BME-led VCSE groups and organisations to make targeted small financial investment awards to **19 BME community groups** in order to enable them to promote Covid-safe messages in appropriate languages and formats to their members and wider communities.

In August we heard from **The National Lottery Communities Fund** that our bid to employ some **Neighbourhood Volunteering Workers** for six months to help with Salford's emergency response had been successful. We were able to recruit a half-time worker for each neighbourhood to help coordinate volunteers and the wider variety of practical response work we were undertaking on the ground. The funding also gave us a little more organising and comms capacity. This made a huge difference to our ability to respond swiftly to needs as they arose.

Melanie – emergency response volunteer

Melanie is a Volunteer Wellbeing Champion with Salford CVS. As she couldn't carry out her usual role in lockdown she registered as an emergency response volunteer to do dog walking.

“A big challenge for me has been facing my fears during Covid-19, how I was going to cope with my mental health and anxiety during this situation. This volunteer opportunity has helped me to stay grounded. The gratitude I have received from doing this, I cannot put into words. It has really helped to have a reason to go out and experience some social interaction whilst chatting to the dog owners (socially distanced). I'm on zoom so I can connect with other people but it is a whole different thing being able to go out and walk a dog, experience nature and being able to interact with people face to face.”



Volunteering to support community response

During the summer months some people who had initially volunteered with us went back to work. However, the number still supporting activity via Salford CVS remained considerable at **574**. Volunteers continued to be engaged in the delivery of food parcels, essential baby items and hot meals (on behalf of other VCSE organisations), amongst other things.

We continued to mobilise volunteers in response to the needs of individuals referred from the **Spirit of Salford Helpline** to assist with tasks such as prescription collection, shopping and dog walking.

We supported public sector colleagues by meeting 215 requests for support from Health colleagues, 78 from Salford City Council and 79 from social housing providers. In addition, we supported 346 requests from VCSE organisations for support.

Volunteering – business as usual, adapted

Covid-19 remained a significant focus for our Volunteer Centre during the summer months, although we did also deliver some of our usual work too. We provided a wide range of support to volunteer-involving organisations, including:

- Finding them volunteers quickly so they could deliver their own emergency response work – this included recruiting drivers, food assistants, etc.

- Continuing to support VCSE organisations to involve volunteers safely, for example by undertaking DVLA driver checks on their behalf
- Providing a wide range of advice and guidance to organisations on any matter relevant to involving volunteers, including expertise around furlough rules and volunteering, risk assessment, safeguarding support, insurance, DBS checks, etc.

To further support local volunteer-involving organisations we provided two online sessions during the summer:

- 'Preparing for the future of Volunteer Management after Covid-19' – delivered by well-known volunteering expert Rob Jackson
- An online Volunteer Co-ordinators' Forum, themed on how to involve volunteers safely within their group or organisation, which also covered Individual Risk Assessments

Feedback from participants of the Volunteer Management training included:

“Helped with how I move forward with recruitment and training during / after Covid”

“I feel more confident planning for volunteers coming back when we reopen”

Feedback from participants in the Volunteer Coordinators' Forum included:

“I have started using your (risk assessment) template to assess volunteers and their suitability to return”

“We are regularly reviewing practices and opportunities to maintain safety in line with changing guidance and legislation. The topic of the Forum was therefore very timely and will help to inform this process”

Supporting children and young people

In the early summer of 2020 feedback from Salford's primary schools demonstrated clear demand to reprise the **Healthy Schools Fund**. With support from our Healthy Schools Development Worker over 40 applications totalling £212,000 were received. **Twenty-two** schools received grants totalling £110,000 for a wide range of health and wellbeing projects.

The issue of feeding those children who are eligible for free school meals during the summer holidays received significant media attention with the involvement of Manchester United footballer Marcus Rashford. Complementing the ensuing national six-week voucher scheme for eligible children, Salford CVS invested £25,000 in **six** VCSE organisations through the **Healthy Holidays Fund**. This supported these organisations to put on Covid-safe activities and provide food for children at venues across the city.

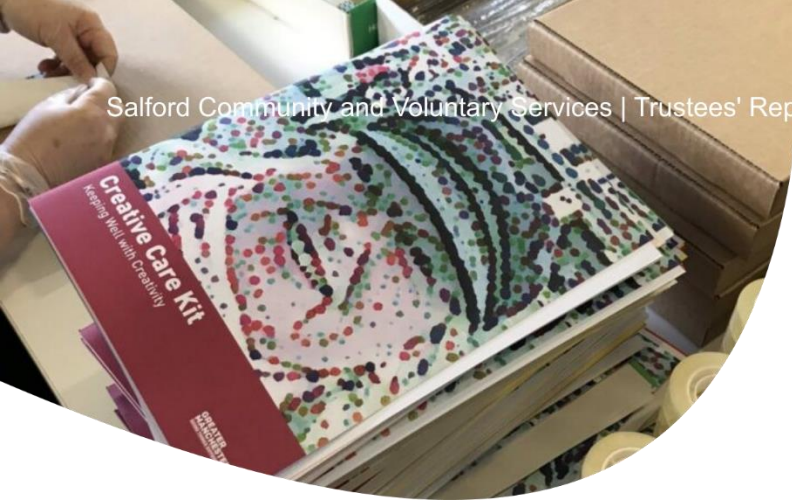
We also worked with Salford City Council children's services team to award over £50,000 to support **three new and nine existing** VCSE organisations in providing **Short Break Care** for Children with Disabilities. The hoped-for reopening of venues to provide sessions in-person largely failed to materialise, due to local restrictions in Greater Manchester, so organisations adapted to provide a blended approach of remote sessions, provision of activity packs and some Covid-safe in-person project delivery. For example, Foundation 92 were able to provide some face-to-face support as evidenced in their video:

<https://bit.ly/Foundation92>

Supporting older people

In July we recruited and coordinated Volunteer Drivers to deliver **907 creative care kits to 35 Care Homes in Salford** – working with The Lowry on behalf of Greater Manchester Combined Authority (GMCA). They created the Greater Manchester Creative Care Kit, a booklet filled with cultural and creative resources to keep people entertained, engaged and connected as we continued to practice physical distancing measures.





Feedback from care homes was really positive:

“Thank you so much for these we love them, can’t wait to get started.”

Pendleton Court Care Home

“The residents are doing well with the packs. One of the activities involves having to create as many words as possible with the letters in the word Butterfly.”

The Fountains

Training provision for VCSE groups and organisations

Following on from the work we undertook in the spring to adapt our training so we could effectively deliver it online, in the summer we were able to offer **Adult Safeguarding** training via Zoom - developing two modules and a new workbook to accompany the course.

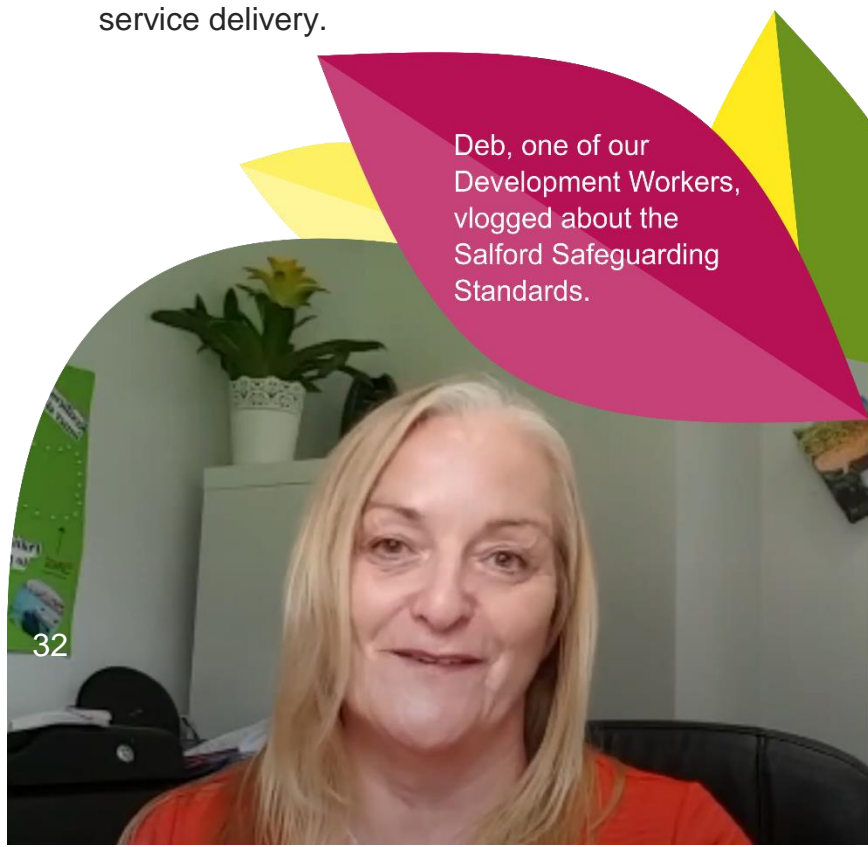
We also worked closely with our Public Health and CCG colleagues to develop a suite of Covid-19 risk assessment tools, adapting to suit the needs of VCSE groups and organisations. These resources included **Workplace, Workforce and Individual Risk Assessment** guidance notes, template

forms, and self-assessment tools, which were widely disseminated to our sector. We then developed a new training session, **Covid-19 Individual Risk Assessment**, so we could effectively support groups and organisations, ensuring they were up to speed with legislation, good practice guidance, and understood all of the risks and issues they needed to consider in relation to their staff and volunteers. We delivered **13 sessions** of this training course between July and September to **111 people** from our sector, gathering excellent feedback:

“Your training has really made a difference. As a manager I now understand much more clearly what my obligations are and how to practically undertake an individual risk assessment so I can look after our staff and volunteers.”

Over the summer we delivered nine different training sessions covering popular themes such as funding, governance and adapting to online service delivery.

Deb, one of our Development Workers, vlogged about the Salford Safeguarding Standards.



Information, advice and guidance support

We continued to provide Information, Advice and Guidance to local VCSE groups and organisations, supporting **138** distinct community groups, charities and social enterprises via **374** interventions. This ranged from support with funding bids, through to helping with risk assessments, insurance cover queries, governance issues, and much more...

Payroll, book-keeping and financial management support

Salford CVS continued to provide a payroll and bookkeeping service to VCSE groups / organisations throughout the pandemic.

A significant focus of our work during 2020/21 involved supporting organisations to access the Government Job Retention Scheme and Covid-19 Sickness Scheme. This was a changeable and complicated area of work which required a high level of knowledge and understanding to ensure compliance.

"We have received tremendous support from Salford CVS regarding the furlough scheme. We had no knowledge about it. We asked questions, such as what can we apply for, what documents

should be sent to employees, what support can we have from the government. We received reliable answers, document templates and advice." Majic Sport and H&H Family Centre CIC

From volunteers to video stars

With concerns growing that not all communities had equal access to essential information, we recruited seven multi-lingual volunteers to feature in short videos that explained where to find Covid-related information in a range of community languages. The films were produced in partnership with Pendleton Together on behalf of the Spirit of Salford Network.

<https://bit.ly/SalfordVideoStars>

#NotGoneYet and local lockdown confusion

'Local restrictions' came into effect in Greater Manchester on 31 July, leading to a difficult situation with local coronavirus communications differing from those issued nationally. To try to help clarify the local guidance we regularly updated our online **VCSE Covid-19 guide** reflecting the latest changes. We played a key role in the Communications Cell, alongside other partners in the city – this helped us to ensure that accurate information was reaching all of our communities.



Internal Digital Development

During the summer we worked on our own digital development as an organisation and we were keen to share our successes and our challenges with VCSE sector colleagues in case it was of use to them. Some of this work has been shared through various **staff blogs** from our initial pandemic learnings and our team's perspective of creating online learning through to articles on enhancing virtual meetings.

Our biggest project was exploring our website 'self-service' function - with the

support of funding from **Catalyst**. We were lucky enough to receive digital support and a limited amount of backfill funding to complete three cycles of work (discovery, development and continuation), exploring how VCSE organisations used our website and ultimately working on how to improve our '**self-serve**' support around finding suitable funding. If you're interested in finding out more, please visit our Notion page: <https://bit.ly/NotionSalfordCVS>

We'd like to take this opportunity to thank all of the organisations and volunteers who took part in a range of user research.

Evaluating the impact

Salford CVS worked with the Centre for Local Economic Strategies (CLES) and Voluntary Sector North West (VSNW) over the summer to undertake a comprehensive evaluation of the **Third Sector Fund** for the year 2019/20.

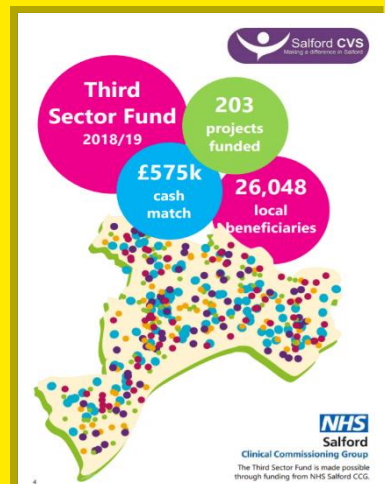
Once again this evaluation demonstrated the significant return on investment of these health and wellbeing grants, equating to a return on investment of **£18.29** for every £1 invested over 2019/20 with an average return of £1:£23.20 over the years 2017-20.

“When we started it was new and there was no pre-existing way to demonstrate the impact [of this type of fund] – the approach to evaluation has meant we can vividly see the return on investment”

Steve Dixon, Chief Accountable Officer, NHS Salford CCG

“[In relation to the celebration events] It is very humbling to see where £500 went – a world away from the multi-million pound contracts we deal in.”

Karen Proctor, Director of Commissioning, NHS Salford CCG



Autumn leaves - another lockdown and food glorious food

Princes Park Garden Centre presented with their
Heart of Salford Certificate of Special Recognition

As we moved into the Autumn it became apparent that we were a long way off getting back to 'normal' and with rising numbers of people contracting and dying from Covid-19 we recognised the impact of the pandemic was going to be with us for a lot longer than originally imagined. This meant we had to re-think our approach to 'recovery', recognising that 'emergency response' was still going to be a substantial part of our work.

During the Autumn our work leading the **Spirit of Salford Network** included:

- Continuing to address Food Poverty by supporting Salford Food Share Network and contributing to the Feeding Salford Plan
- Helping with the Stay in Touch Service transition to Inspiring Communities Together
- Development and implementation of the Trusted Voices volunteering programme

Volunteers - the face of public health messaging

Via our **Vocal VCSE voice and influence Forums** we captured insight

into the graphics being used to support Covid-related communications. There was a clear preference from our community groups for localised graphics featuring 'real people'. We presented this feedback to Salford's communications cell and this helped to inform a new Covid-19 campaign featuring '**Salford people in Salford places**'.

We recruited **10 local volunteers** to feature in this campaign – they were photographed at recognisable locations across Salford and depicted the 'hands, face, space' and self-isolating messaging. The graphics were displayed across Salford from bus shelters to digital billboards.

We saw our **emergency volunteering** support remain steady during autumn, with numbers rising slightly to **588**, due to the ongoing development of our **Trusted Voices campaign**, alongside Healthwatch Salford and NHS Salford CCG, which was established to help get public health messages into the community. Champions received weekly messages (prioritised by the Health Protection Board) which they then cascaded to their social networks.



Wear a face covering and protect others



Our team of emergency response volunteers continued to provide **practical support** to residents such as shopping, prescription collections and dog walking and continued to deliver food parcels, essential baby items and hot meals on behalf of other VCSE organisations.

Our volunteers also started helping with the delivery and collection of **pulse oximeters** to support our health partners with the new **Covid-19 Virtual Ward**.

Training

As we moved in and out of local restrictions we developed a companion training course to Individual Risk Assessment called **Getting Ready to Reopen** (wishful thinking!), which focused on workplace and workforce risk assessments.

We worked closely with Salford Safeguarding Children's Partnership

(SSCP) to redevelop their **Child Safeguarding** training to help make it an online course.

In addition, our **Safeguarding Adults** training generated interest across other GM boroughs and during this quarter we delivered two training courses to Bury VCFA to support their emergency response work.

Information, Advice and Guidance

We continued to deliver a wide range of IAG support during the autumn months, supporting a total of **117** VCSE groups and organisations via **371** interventions.

In early October we learnt we had been successful in securing a short-term grant from **Forever Manchester** to support our offer to groups with recovery, including providing guidance and training around **reopening safely** (up until the end of March).

Pulse Oximeter deliveries and collections

Salford CVS supported the NHS to deliver pulse oximeters to patients struggling with the Covid-19 virus throughout the latter part of 2020/21.

Pulse oximeters are a simple but potentially lifesaving device that enables the patient to be monitored at home. The device means they can keep a check on their oxygen levels, whilst remaining in contact with their local GP - thus freeing up some capacity in hospitals.

Our role was to arrange deliveries of the oximeters to people's homes and then arrange collection once the patient had recovered.

We collaborated with local charity North West Logistics whose volunteers have helped us with collections.

A colleague from Salford Primary Care Together thanked our team for our work on this and said our help "**has undoubtedly saved many lives**".



Vocal Forum: Digital Roundtable

On 9th November we held a digital roundtable event, which was attended by 20 VCSE organisations and chaired by our CEO.

Phil Swan from Greater Manchester Combined Authority gave an overview of the Greater Manchester Digital Blueprint which was followed by Salford's Digital journey presented by Debbie Brown from Salford Council.

VCSE organisations showcased their digital work including Corinth Training, Inspiring Communities Together, 42nd Street and the 10GM Tech for Good small grants programme.

Breakout room discussions looked at how we can work better together as a system and have led to the identification of key areas of work, including:

- Re-cycle and re-use scheme for the provision of digital kit
- Pooling of funding (maximising funding schemes)
- Engagement of businesses (data donation, framework of suppliers, cyber security support)
- Supporting the VCSE sector to increase their digital capacity

We worked to develop solutions to these priorities after the event in Q4 (and beyond), including around grants, donation and redistribution of computers and phones, and more...

Investing in response and recovery

In the autumn of 2020 Salford CVS launched a major round of response and recovery grants to support the sector to meet the ongoing challenges of supporting communities through the pandemic and out the other side. These included:

The **Recovery Fund** was established to support local VCSE organisations with grants of up to £20,000 to help meet increased demand due to Covid-19, maintain financial stability or make premises Covid-secure. Fifty applications were received, totalling over

£890,000, highlighting the levels of need within the sector. Almost **£430,000 was allocated to 27 organisations.**

The **BME Response Fund** was shaped with expert input from **BHA for Equality** to ensure the criteria reflected emerging priorities in those communities disproportionately impacted by Covid-19. **Six grants totalling almost £51,000** were awarded.

Breakthrough UK provided their expertise to help us develop the **Disability Response Fund**, which led us to make **three grants of almost £30,000** to Disabled people-led / impairment-focused organisations to help them support communities

disproportionately impacted by Covid-19.

Salford CVS remained committed to helping ensure digital inclusion and the pandemic led us to design a digital grants round aimed at supporting VCSE organisations with their digital needs. The £50,000 **Digital Response Fund** was developed to help address the shortcomings of the VCSE sector's IT resources, highlighted by urgent need for remote working and service delivery solutions during Covid-19 restrictions. **Grants of up to £2,500 were made to 25 groups / organisations** to provide new hardware, software and training to support more effective working.

Salford's **Living Well** pilot to help trial new ways of delivering **mental health** services in the community was supported with grant aid from the Council and CCG's integrated commissioning process. Large awards from the **Emotional Wellbeing and Mental Health Fund totalling £210,000** were made to Society Inc and a consortium led by Mind in Salford (comprising Mind, Start, Six Degrees and Social adVentures) to address local priorities for those falling between primary and secondary care services. Additional grants totalling around **£39,000 were made to four organisations addressing suicide prevention.**

Our **Youth Wellbeing Fund** prioritised applications that helped address the emotional wellbeing and mental health of young people. **Over £38,000 was awarded to ten organisations** delivering Covid-safe youth-led projects.

At Greater Manchester level the **Making Smoking History** programme featured a small grants element co-ordinated by Salford CVS. 18 VCSE groups from across Greater Manchester were enlisted to support a 'New Year Quit' campaign. During a three-week window a total of 96 staff completed online training in cascading advice on quitting smoking; 638 staff, volunteers and community members received quit smoking advice; and 60 remote events were held and attended by 1,980 people.

Trustees' Week – Inspiration to Take Action

Trustees' Week took place between 2nd – 6th November, and whilst we couldn't do anything in person, we did develop and deliver a bespoke Trustee Recruitment session to **20 staff from Talk Talk**, designed to encourage their staff to become volunteers. We had speakers from Citizens Advice Salford and Healthwatch Salford.

One participant said **“Thank you for organising the session with Salford CVS – I found it really useful. It is something I have been thinking about for a while. Never done any work with a charity before and this has given me the inspiration to take some action.”**



Bronagh McCloskey, Head of Public Affairs and Corporate Responsibility at Talk Talk then wrote a blog to share how our Trustees' Week virtual event has inspired members of the Talk Talk team to take action and get involved with local charities as trustees:

<https://bit.ly/TrusteeSalford>

Heart of Salford awards

The Heart of Salford awards are always one of our annual highlights, with in the region of 400 people usually attending our awards ceremony at the AJ Bell Stadium. Of course we couldn't hold the awards this year due to the pandemic, so we had to think on our feet! We still wanted to say thank you more than ever to local volunteers and local voluntary organisations, community groups, charities and social enterprises. So we decided to still ask for nominees from our sector, created some new categories (e.g. Emergency Response volunteer) and as usual received a good response. Given the backdrop, we decided not to choose 'winners' so instead produced a shortlist in each category.

All nominees received a certificate, with those shortlisted in each category



having a special 'doorstep' home delivery, involving hampers of locally / socially sourced goodies and a framed certificate. We had lots of help from our friends, including **Jon Monk from The Business Group** and **Paul Dennett, the City Mayor of Salford**.

We made a film of the 2020 Heart of Salford awards, which you can view here: <https://bit.ly/HeartSalford20>

Supporting young people

During the Autumn months we continued to be all too aware that **young people** in Salford were really feeling the impact of the pandemic. Faced with being in and out of school, the challenges of home learning, missing their friends, worry and anxiety.... so we really wanted to do something to help!

We stored and organised the collection of more than 2,000 **Creative Care Kits**





Preparing for Winter and Salford Winter Warmers

With winter fast approaching, we created a comprehensive **online resource** that detailed how to **give help and get help** over the winter period in Salford. This ensured that accurate and relevant signposting information could be easily accessed 24/7.

As the nights drew in and the weather became colder we wanted to share some cheer and some stories from the year to demonstrate what happens when our communities come together. We launched our **Winter Warmers campaign** to recognise the achievements made in the face of a global pandemic and to provide a glimpse of the incredible work going on across Salford. The social media campaign had over **50,000 impressions**, helping to spread some positivity across our platforms.

As part of this campaign we created a **virtual Winter Market**, which supported local and social purchasing and aimed to create **social value** in our city:

<https://bit.ly/WWMarket>

for young people. Some of our volunteers also helped make the kits up.

The Creative Care Kits were designed for young people who were struggling to be online and so may have been feeling more isolated during the pandemic. The kits included activities, art materials and tips on protecting mental wellbeing.

During November and December we allocated the kits and arranged collection by **30 groups** from schools, charities, social care and health that requested the kits to distribute to the young people they worked with.

2,102 young people in Salford were able to access a Creative Care Kit via Salford CVS.



How many gift bags can we fit in a car?

In December our team filled a car to the brim with gift bags containing toiletries and treats for the 43 residents of Salford Foyer.

This complemented our continued work as members of **Salford Social Enterprise City**, working with The Business Group, Yellow Jigsaw and other social enterprises to deliver our Social Enterprise UK (SEUK) / Postcode Lottery funded '**Buy Social**' extension project.

“Heart of the Community”

In December we were nominated in the **national NAVCA awards** for our role in helping to coordinate VCSE responses to the pandemic in Salford. This was a great opportunity to highlight our role in community response as an infrastructure organisation and to celebrate our partnership working.

Supporting care home residents

In December we continued to support our local care home residents, despite still not being able to see people in person. So, we created 'goody bags', which our volunteers and staff distributed to **27 Care Homes** in Salford. The bags contained hundreds of current editions of a wide range of well-known glossy magazines – suitable for a variety of interests. The magazines were kindly provided by Gold Key Media in partnership with local social enterprise **Social Sense**. Other goodies included 70 twiddle muffs for residents living with dementia, knitted and donated by Salford's **Twiddle Muff Club** and editions of a large print anthology of stories for visually impaired residents

published by local creative writing group **Switch**.

“Thank you very much for the pack you sent us for our residents to cheer up their Christmas”

Lyndsey Patterson, Newlands Care Home

“The twiddle muffs are fantastic... The magazines have been snapped up already and the large print anthology of stories is wonderful.

Again, much appreciated for all your team's hard work and commitment during these awful times and the items brought today will allow a little more light to shine through.”

Steve Wright, Regional Manager Older Peoples Services, Community Integrated Care



As Christmas approached, **106 volunteers** helped deliver food parcels to children eligible for free school meals, care packs for residents of care homes, and festive parcels for care leavers.

We ended the year by awarding our staff an extra day's holiday – a Wellbeing Day – and a £50 thank you that we asked them to spend with local, social businesses featured in our **Winter Market**. Four Sisters Gin and Salford Rum were very popular choices...

Festive parcels for care leavers

Worsley Rotary, working with Lemn Sissay's Gold from the Stone Foundation, Salford CVS, SCC's Next Step service, the Love Café and local mutual aid groups, organised and collected donations including handmade gifts from individuals and organisations in the local community and made up the hampers for vulnerable young care leavers in Salford.

The hampers and gifts were delivered to the young people in the run up to Christmas, including on Christmas Day.

We roped in volunteers, some of our staff (including our CEO) and Paul Dennett, City Mayor, to help with deliveries on Christmas Day itself – a truly humbling experience... As a result, some of the most vulnerable care leavers in Salford received food and gifts on Christmas Day and hopefully felt the care that people in Salford have for them. This was the first time this had been done in Salford and we were pleased that our staff and volunteers could support this initiative.





Winter Warmers - vaccine miracle and the shortest school term ever

Jenny, Volunteering Neighbourhood Worker,
helping to distribute free school meal packages

Festivities

We kept our offices open up to and including Christmas Eve and during the week between Christmas and New Year to continue our Covid-19 response work. We also maintained a **24/7 emergency response** phone tree so we could be mobilised more broadly at any time, for any eventuality. Thankfully we weren't called upon and we started January with a renewed commitment to help local people and communities in whatever ways we could.

After delivering two rounds of our **Wellbeing Fund** over the summer during reduced Covid-19 restrictions, the third lockdown led to the creation of our new small Covid-19 support grant scheme entitled **Live Well this Winter**. This was aimed at micro and small community groups, supporting them to respond to their community needs in relation to keeping **well-nourished; well-connected; and warm and well**. With fast-track decisions taken weekly with support from **Age UK Salford**, over £25,000 was allocated to **26** groups and organisations.

“On behalf of Kings Church we can't thank you enough for

approving us for the grant from the Live Well this Winter Fund, we really do appreciate your support.” Kings Church

“With this grant we will be able to support people living in hardship due to the pandemic.” Equal Education Chances

“Thanks so much for awarding us this funding - we look forward to putting it to good use!” Special Spirits

Continued impact of the pandemic on children and young people

In the first week in January children went back to school – for one day!

The government then announced that the majority of school children had to be taught at home and schools were to shut / partially shut. This created a lot of stress for all concerned, including the local authority and schools themselves. Our staff and volunteers were on hand to help in whatever ways we could, including delivering hundreds of free school meals, IT kit, homework and more to families across Salford.



540

Deliveries to pupils so they could take part in lessons (including books and food technology ingredients)

45



1,421

Free school meal deliveries (including breakfast deliveries)

“I wanted to say a huge thank you for all your support in delivering free school meals for our high schools and special schools, especially for your amazing response to the deliveries needed this term when numbers of deliveries increased exponentially. You have pulled out all the stops and really helped our schools with what seemed like a challenge they couldn't meet” -

Cathy Starbuck, Assistant Director Education, Work and Skills Salford City Council

Keep on volunteering, please!

Our Volunteer Centre was particularly focused on supporting the Covid-19 response during winter, although we managed to find time to make a **short video** to

promote all kinds of volunteering. Some of our staff and volunteers feature in the video. You can watch it here:

<https://bit.ly/VolBenefitsFilm>

We were also very keen to continue recognising the work of our team of **Covid-19 response volunteers** who were providing so much practical and emotional support to local people and groups across Salford, so we had some 'Thank You' cards designed and printed, which included a poem written by a member of our staff team, Jenny.

“I was having a bit of a downer / black dog day today so to receive your kind card was a huge boost. Thank you all very much and for the kindness and consideration I have been treated with in what I'm sure has been a very busy and stressful time for you all.”

Thank You Poem

Thank you so much for volunteering
We cannot express our appreciation enough
For your listening ears and helping hands
You have gone beyond and above
Thank you for the support you've shown
Your kindness can never be repaid
Your time has been invaluable
Never forget the difference you have made



Managing Volunteers through Change

The past year has seen our local VCSE groups and organisations experience a period of huge change and sometimes difficult transition. This could be in terms of service delivery, the types of volunteering roles and activities they offer and the wider staffing structures within the organisation. In response to some feedback from our members we ran an interactive, online course, **Managing Volunteers through Change** (delivered with volunteering expert Laura Hamilton), to explore what it means to lead and support volunteers through change.

#TheYearToVolunteer

In early 2021 we launched our #TheYearToVolunteer campaign to recruit volunteers to a range of roles from **vaccination support** to our Trusted Voices Champion role.

Our Trusted Voices Champions supported **Covid-19 outbreak management** by sharing official information, key messages and current public health advice and guidance through their networks of work colleagues, friends and family to help stop the spread of coronavirus within Salford.

The first **Trusted Voices Forum**, to capture feedback from the champions on Salford's Covid-19 communications, was held in February 2021 with the insights being reported to the communications cell to inform future messaging.

#NeverMoreNeeded than #RightNow

The **#NeverMoreNeeded** campaign was launched in 2020 to call for investment for the VCSE sector to address the increasing demand for our sector's vital services at a time when funding was decreasing for many organisations.

Salford CVS shared the campaign materials widely and our Chief Executive drafted **two briefing reports** for the City Mayor of Salford on the VCSE sector's role in the community response to the pandemic and the serious financial situation many of our organisations found themselves in. These reports and the related in-person conversations influenced the City Mayor's decision to invest into our sector's community response, including through our new **Community Response Fund**, which was launched in February 2021. This fund utilised national 'Contain' Covid-19 money to support the needs of Salford communities, offering grants of up to £10,000 to VCSE organisations for six-month projects that focused on tackling some of the inequalities that the pandemic had laid bare.



State of the VCSE Sector research and insight

At the beginning of 2020 Salford CVS had brought together local infrastructure partners from across Greater Manchester - Action Together, Bolton CVS, Macc (our **10GM** colleagues www.10gm.org.uk), Bury VCFA, Sector3 Stockport, GMCVO – along with Wigan and Trafford Councils - to once again undertake large-scale research into the 'state' of the voluntary, community and social enterprise sector within the 10 localities of Greater Manchester and across GM as a whole. All of us pooled resources to pay for this important piece of research, which was conducted in partnership with the **University of Salford**, selected after responding to our tender opportunity. Salford CVS once again agreed to be the lead partner for this work and provide project management.

In doing so we were building upon the work we had undertaken previously across GM in 2013 and 2017 and in Salford in 2010 (for these three sets of research our academic partner was CRESR at Sheffield Hallam University).

When deciding to embark upon this research we could not have imagined the turbulent year the sector was about to face. We delayed starting the research at first, thinking 'Covid' would soon be over... but when it became apparent that wasn't the case, and we saw the growing impact of the pandemic, we decided to proceed anyway. We are **really grateful** to all of those VCSE groups and organisations who completed our comprehensive **online survey** in the autumn of 2020 and to those who attended one of our **themed focus groups** to provide more qualitative insight – all at a time of unprecedented demand on our sector.

Over the winter and into early spring we continued to analyse the information provided and a number of essential findings started to emerge. We worked long hours to draft the 11 reports alongside the University of Salford, incorporating insight gained from the impact of the pandemic, the murder of George Floyd and the raised profile of the Black Lives Matter movement and the structural racism laid bare, and the developing impact of Brexit and its hostile backdrop. We gained insight and stats on the sector's workforce and financial situation.

By March 2021 we had established the **headline key findings**, which we presented to Salford Council's Cabinet and to our Vocal VCSE Leaders Forum.

This '**realist evaluation**' provides information on the size, reach and diversity of the VCSE sector in Salford; its worsening financial position at a time it is 'Never More Needed' and examples of its amazing efforts over the past twelve months during 'The Covid Year':



1,665 voluntary organisations, charities, community groups and social enterprises making a difference in Salford.

68% are micro organisations (annual income under £10,000)

17% of the sector self-identify as being a social enterprise

Total income of the sector was **£149.2 million** in the year 2019/2020

84% of organisations have at least one source of non-public sector funds, bringing significant added value to our city

53% of organisations have used their financial reserves in the past 12 months (41% due to Covid-19)

61,828 volunteers (including committee/board members), giving **210,299** hours of labour each week, valued at **£104 million** per annum (based on the Living Wage Foundation rate of £9.50 per hour)

We supported the **#NeverMoreNeeded** campaign in our communications throughout the year, including the **#RightNow** day of action (17 February), where we shared stories that highlighted what Salford CVS and the charities we work with were doing to support their communities and make a positive difference during the pandemic.

<https://nmn.org.uk/>

During the pandemic Salford CVS worked with our national membership body NAVCA to provide weekly answers to key questions. This information and

insight was then fed into the Voluntary and Community Sector Emergencies Partnership (VCSEP) to try and influence national government.

Based on this work, in February 2021 we decided to launch the **Salford Pulse Check** - a quarterly piece of research designed to sense-check key areas and issues as well as identify the pressing needs of the sector. You can read what people said and how we responded here: <https://bit.ly/SCVSPulseCheck>



#RightNow

"#RightNow our staff and volunteers are helping to get goods and essential items to where they are needed in Salford."

*1,517 Volunteer driver activities
1,421 Free school meals delivered
2,102 Creative care kits distributed"*

Bringing DigiComms to our members

With digital communications playing an ever more significant role for our members we launched a new training programme 'Digi Comms 101' providing support for VCSE organisations to engage with their audiences online. The first session in the series, 'Finding Your Followers' covered the fundamentals of identifying audiences and growing reach on the most popular social media platforms. One attendee remarked **"It is absolutely brilliant, loads of information and tips."** We followed up the session with a blog that outlined the latest changes to Facebook, Instagram and Twitter.

www.salfordcvs.co.uk/blog

More grants awarded to support local people

The **Healthy Schools Transition Fund** is a major partnership fund involving secondary schools, feeder primaries and VCSE organisations in Salford, with successful applicants awarded grants to support the transition of vulnerable pupils from year six to year seven. Through this, in February 2021 seven partnerships were awarded **almost £230,000** to undertake a range of pupil support activities across the academic years of 2020/21 and 2021/22. It is hoped that learning from this programme will help channel national school transition resources should they become available.

Also in February we utilised £5,800 of Salford Council / GMCA monies to

support **Hate Crime Awareness Week** activities undertaken by **12** Salford organisations.

Manchester Deaf Centre produced a series of awareness videos to highlight understanding of hate crime and how to report it: <https://bit.ly/MDCVlog>

Warm Hut ran a Hate Crime Awareness project – a 10-year old project participant said

"I like doing this project because it helps me to learn and understand things about hate crime – how to report it either as a victim or a witness."

During the year Salford CVS had remained a key partner of the **GM Moving**, Sport England-funded, Local Delivery Pilot within Salford. We had been working to boost physical activity amongst children and young people for the last two years. However, as a result of the impact of the pandemic we refocused the programme and its funding to the slightly broader remit of young people and families (beyond solely focusing on girls and young women). March saw the culmination of many months of development work with VCSE groups to shape physical activity projects for young people and families, with our **BOOST Activity Fund** awarding **almost £90,000 to 19 groups** undertaking 12-month projects. All grant recipients were also offered training regarding inclusion of disabled people in their projects – delivered by local social enterprise **Empower You**.

Additional Sport England monies totalling **almost £28,000** were awarded

to physical activity projects aimed at **Tackling Inequalities** for communities hardest hit by Covid-19. Four projects were awarded circa £7,000 each.

Helping at Vaccination Clinics

With the news that a number of vaccines had been successfully developed and vaccination programmes were being rolled out across the country, we recruited **80 additional** Health and Wellbeing Volunteers to support the running of Covid-19 vaccination sites across Salford. A key part of these volunteers' role was to have 'Wellbeing Conversations' with people who were attending for their vaccines. The volunteers undertook **Wellbeing Conversation** training sessions beforehand, ensuring they were able to take a person-centred approach and where appropriate, to encourage the person to do something that would positively impact upon their wellbeing.

We ended the year with **668 active Covid-19 response volunteers** on our books.

Throughout the year Salford CVS played a key role on all of the city's Strategic Health and Social Care steering groups

and their relevant operational work strands, including: **Risk Assessment, Clinically Extremely Vulnerable people, Health Protection, Vaccination and Mass Testing.**

Examples of the **practical impact** of this work include:

- Development of online, printed, audio and video comms and messaging for a variety of audiences, including in community languages / accessible formats
- Engaged 19 BME community groups and resourced them to have good practice conversations around Covid-19 good practice
- Supported the CCG's 'Big Reset' Conversation community engagement work, including running focus groups and making small investments to reach into specific 'hard to engage' communities
- Roll-out of letters of assurance for VCSE Keyworkers
- Salford volunteers recruited, trained, deployed, supported and supervised by CVS staff in a range of settings, including testing sites, vaccination clinics, community engagement, surge outreach, pulse oximeter collections

"I was really panicking when I sat down! I have been scare-mongered by friends and have been reading lots of things about the vaccine. Thanks for chatting with me, I feel much calmer and it took my mind off things."



- Risk assessment templates, guidance, toolkits, training developed and delivered to hundreds of VCSE organisations
- Support for the roll-out of the 2020/21 Flu Programme, particularly in relation to Salford's BME communities
- Frontline volunteers and staff from a wide range of Salford's VCSE organisations registered for and receiving two Covid-19 vaccinations
- Registration of unpaid and informal carers for vaccination
- Supporting the local authority to deliver testing and vaccination programmes in local schools
- Supporting a wide range of VCSE organisations to access asymptomatic lateral flow testing
- Establishing Salford Foodbank as a collection point for Lateral Flow Device testing kits
- Helped write the bid and secure MHCLG 'Community Champions' funding for Salford, taking responsibility for supporting our sector to undertake community engagement activities around vaccination
- Working with public health colleagues to develop a programme of support for Disabled people-led groups in Salford
- A wide range of practical support around provision of face coverings, hand sanitiser, etc.

Care Homes' residents – not forgotten...

Following the deliveries we made in December 2020, we co-ordinated a

further delivery to 27 Care Homes in Salford in March 2021, including magazines and other goodies. We also worked with Salford's Mobile Museum of Memorabilia to produce a DVD of their artefacts - one for each Care Home. Volunteer Belinda Schwark edited the photos and designed the cover.

“Thank you for the donations of magazines, book and reminiscence DVD. These are very much appreciated and will be used on a weekly basis as we are always doing activities & chatting about the past, with residents enjoy the memories.” Angie (Wellbeing Coordinator), Worsley Lodge Care Home

Developing our training offer

During this quarter we launched our new **Working Together - Child Safeguarding** online training, which we worked closely with the Salford Safeguarding Children's Partnership to develop. We successfully delivered three sessions of this training in the quarter.

As well as our usual funding and governance training sessions, we developed and delivered a suite of seven new sessions on topics including service delivery, cyber security and managing volunteers.

We also ran a Meet the Funder event with WEA around the new ESF Community Grants programme.

Information, advice and guidance

We continued to deliver a wide range of bespoke IAG sessions this quarter,

supporting **130** VCSE groups and organisations with **436** interventions.

Agnes Hopkins Centre

The Agnes Hopkins Centre has been operating in the city since 1955. During the year we supported them to register as a Charitable Incorporated Organisation (CIO), in order to help them address issues with ownership of their building and widening their Charitable Objects so they can legitimately provide support to the whole community rather than specifically older people.

During the pandemic they had to close their centre and so had been unable to generate income. This was very difficult as the centre still cost several hundred pounds per week even when closed. Staff were under threat of losing their jobs and the Volunteer Manager had to reduce her hours. The pandemic accelerated some of the centre's stalwart volunteers' decision to reduce their hours or step back altogether.

We supported them with a CCG-funded recovery grant of £18,720 and also helped secure several grants from other sources to keep their heads above water. Consequently, they have been able to turn a corner, appointing a new Manager, two other part-time paid workers and the potential to bring on board several new volunteers.

“Without your amazing support and endless hours of ‘hand holding’, answering many questions and the consistency of knowing we have somebody who, if he doesn’t know the answer will always know where to find it, I personally do not think I could have sustained the incredible journey through the past 12 months with such fortitude. You have certainly kept me on the ‘straight and narrow’ and we now have a legacy which means the centre can continue for, hopefully, another 65 years.”



A year of supporting our sector

Whilst the world has changed around us, we've managed to help Salford VCSE groups and organisations to access an estimated **£1,798,408** in additional external funding (not including the grants we manage). A significant amount of this funding related to Covid-19 response emergency support, including food relief (food bank, food clubs and cooked food services) and activities to reduce social isolation (zoom sessions, keep in touch calls, activity packs).

During the year we successfully supported groups and organisations to apply for funding from a wide range of local, regional and national funders, including The National Lottery Community Fund, Comic Relief, BBC Children in Need, Forever Manchester, Sport England and many more.

In 2020/21 the number of 1-2-1 IAG / support sessions we delivered rose by **11%** from the previous year (483 in 2019/20 to **534** in 2020/21).

This year also saw a rise in the number of training workshops we delivered - an increase on the previous year by **30%** (60 in 2019/20 to **78** in 2020/21).

A total of **716 people** from hundreds of local VCSE groups and organisations attended these workshops throughout the year – this was a 3.2% increase from the previous year (694 attendees in 2019/20).

Although demand for support with legal structures was not as high as previous years, due to the pandemic, we still supported **two groups to become Registered Charities (CIOs)** and **10 to formally register as Community Interest Companies (CICs)**.

On 8 March 2021 we hosted an online **International Women's Day event**. Speakers included Cllr Sharmina August and our own CEO, Alison Page, and there were workshops from VCSE organisations including Women with Wings, It's Her Story, Queen Bee Coaching and Recreate-U. Nineteen women attended. Feedback from participants included:

“Loved finding out how much amazing work is going on out there. Very inspiring! Thank you so much”

“Learned about different groups doing fantastic work in Salford”.



The Salford Way

During the year we supported Salford City Council with their refresh of the Salford Tackling Poverty Strategy, '**No One Left Behind**', and the development of a new Equalities Strategy. We joined the steering groups for both strategies, contributing our own thoughts, bringing wider VCSE representation to the table, ensuring the wider sector had the opportunity for voice and influence via discussion at our Vocal Forums, and by organising a series of online focus groups. These focus groups were designed to ensure communities of identity (with protected characteristics) were able to give detailed input into both strategies. In total we organised and facilitated **seven focus groups and five additional interviews**, providing valuable insight and leading to the collective three core recommendation being included in the draft of the new Equalities Strategy.

We also supported the development of a brand new Inclusive Economy Strategy for Salford, called '**Closing the Divide**'. This work included contributing text for the strategy, ensuring VCSE representation on the writing group, testing thinking via our Vocal Forums, inputting into the accompanying action plan, and agreeing VCSE owned actions via our Vocal Leaders Forum.

In March 2021 two of the strategies, No One Left Behind and Closing the Divide, were launched at an online event called '**The Salford Way**', alongside the city's refreshed Great Eight priorities and a new **Crowdfunding Platform for Salford**. Salford CVS helped develop the guidance for the crowdfunder, ran workshops for groups to hear more about it, and agreed to practically support once it was launched.

At the launch event our Chief Executive featured as a keynote speaker alongside the City Mayor, Paul Dennett; Cllr Sharmina August; and Tom Stannard, CEO of Salford Council... The vision of the Salford Way is to make Salford a fairer and more inclusive place where everyone can reach their full potential and live prosperous and fulfilling lives free from poverty and inequality. www.salford.gov.uk/your-council/the-salford-way/

The new **Equalities Strategy** for Salford is due to be launched later in 2021.

Salford Learning City

Salford CVS have been part of the Salford Learning City steering group since its inception and were proud to support the organisation of the Learning City's **first conference** and present at the event on 25th March. The conference gave individuals the opportunity to hear from others and

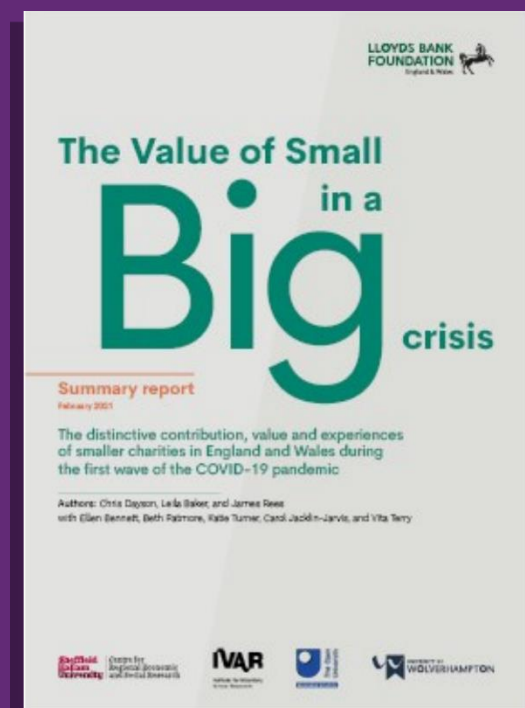
voice their experiences about how lockdown has changed their approach to learning as well as being able to share their views with city leaders. As a result of the conference Salford CVS have taken on organising the city's **People's Panel**, focusing on adult learning within the city. We will be facilitating a number of panels in 2021/22.


Influencing at a national level

“The ‘Value of Small’ in a Big Crisis: The distinctive contribution, value and experiences of smaller charities in England and Wales during the first wave of the Covid-19 pandemic”

Three Salford CVS staff members (along with Warm Hut, Start Inspiring Minds, Manchester City Mission / Narrowgate, and NHS Salford CCG) participated in research undertaken by Sheffield Hallam University on behalf of Lloyds Bank Foundation for England and Wales (LBF EW), which was looking at the value of smaller charities during the Covid-19 pandemic. This was the second time Salford has been profiled in this LBF EW research, organised via Salford CVS.

Our Voice and Influence Manager was then invited to speak at the launch event, which took place on 23rd February and was attended by over 300 people from across England and Wales. She talked in particular about partnership working in Salford in response to Covid-19, the role of Salford CVS in enabling a co-ordinated VCSE and Volunteering Response and the importance of flexible small grants programmes.





The Covid Year: Wellbeing Matters Answer Cancer Little Hulton Big Local Salford Third Sector Consortium

Photo credit: Muneeb Syed via Unsplash



The Covid Year – through the lens of...

Wellbeing Matters

Salford CVS is the lead partner and accountable body for a programme of work known as Wellbeing Matters, which we have been delivering in partnership with **Salford Third Sector Consortium** since 2018.

The Wellbeing Matters programme has two broad strands of work:

- Working with primary care to receive people via a 'social prescription' – taking person and community-centred approaches; ensuring our conversations with people are strengths / asset-based and asking the question 'what matters to you' (rather than 'what's the matter with you'); and then connecting them into a wide range of services and activities within communities;
- Building the VCSE ecosystem through supporting volunteering, voluntary action and community activities so we have a broad offer to connect people into.

The Wellbeing Matters programme ended the 2019/20 year on a high with an average of **140 referrals a month** and a high level of GP interest in the programme. The programme had successfully supported the development of the VCSE ecosystem to accept referrals which meant the Community Connectors had a wide variety of

groups, activities and interventions they could connect their clients to. **Little did we know what was to happen next...**

Spring 2020 began in Lockdown and the world we lived in changed. Consequently, referrals to Wellbeing Matters initially fell sharply as GPs had other pressing issues to attend to! However, the programme still retained many of the 'clients' referred prior to lockdown, as well as a number of former 'clients' returning for support because the activities and groups that they would have been, or were, connected to had temporarily closed their doors.

The Wellbeing Matters team rapidly adapted the 'offer' to their clients by moving to digital (Zoom and WhatsApp) and telephone support. The team of Community Connectors and Development Workers also ensured that they had a range of online activities that they could connect people into - for example the team introduced more apps, linked to online quizzes, exercise classes, clubs, etc.

Our Development Workers harnessed the broader team at Salford CVS to support groups and organisations to adapt and move their activities online so that they were able to continue their work or bring people together virtually.

“Support came at the right time for me.”

Debbie was referred to her Community Connector by her GP at The Gill Medical Practice as she was off work and felt isolated which impacted on her mood.

“The person on the phone wanted to listen. I was contacted quickly which helped and when speaking to my connector I felt listened to and understood.

When chatting through options I was provided with time to mull thoughts though. This was a small thing but made a big difference as I don't have others to speak with.

Together we talked about options. She had great insight in to the offers. I've now been connected to Respect for All counselling and reconnected to my local gym, this will enable me to focus on my physical and mental wellbeing.

I was encouraged to make my own decisions. I was always asked ‘what do you think?’ never leading towards one thing.”

Debbie is now back at work, feels she has a work/life balance and is more determined to stay well.

In Summer 2020 the first lockdown was relaxed and the programme saw a steady increase in referrals as GPs began to see more patients once again, many of them with more complex issues and needs. As well as the increase in complexity, there were also less groups and fewer activities to connect people into. This meant that the Community Connectors supported people for considerably longer than they have in the past.

The Wellbeing Matters team worked extra hard to ensure that they had appropriate places to connect people to - for example the **‘Beyond’** VCSE-led mental health support service and the Spirit of Salford helpline - set up

specifically to address the needs of Salfordians during the pandemic.

Over the Summer we continued to support researchers from the University of Salford's internationally renowned **Social Prescribing Hub**, who we had commissioned to undertake an independent evaluation of our work to date.

By late summer referrals to the programme had returned to similar levels as pre-Covid-19 and this continued into **Autumn 2020**, but with a growing number of ‘cases’ (people) being held as the breadth of in-person community activities continued to be very sparse.

In October 2020 **The University of Salford** concluded their evaluation report and presented their positive findings to commissioners and funders, noting:

“Collectively, this evidence has highlighted the beneficial impact that the Wellbeing Matters programme has had on enabling those most vulnerable in life to manage their own decisions and choices through non-medical approaches. The Wellbeing Matters programme has demonstrated significant positive benefits for the wider health and social care sector and communities. The Wellbeing Matters programme therefore is an evidence-based, valuable programme that is worth investing in.”

In **Winter 2020-21** referrals to Wellbeing Matters saw a small dip as we faced a new range of local restrictions and a second lockdown in December. However, this mirrored the dip in referrals in December 2019 and they increased month on month between January and the end of March 2021 thereafter.

We recognised how hard our primary care colleagues were working for the people of Salford and so on **International Social Prescribing Day** (18th March) we popped into **GP practices** across the city with some teabags and biscuits to say a heartfelt thank you.



As we moved towards the **Spring** it became more apparent than ever that the virus was having a lasting impact on many people as they sought to recover. So, at the request of Salford Royal and our GP colleagues, a Wellbeing Matters Community Connector started to attend the weekly '**Long-Covid**' clinics to support patients with their non-medical needs. This pilot began in March 2021.

The Wellbeing Matters programme has been a cornerstone of the Salford **Living Well** mental health pilot which launched in 2020, with Wellbeing Matters partners taking a key role in developing the model. As the programme launched the strategic leads for Living Well saw the benefits of having a Community Connector as part of the team and worked with Salford CVS and START Inspiring Minds charity to build a business case for a dedicated Wellbeing Matters Community Connector to work with the Living Well Mental Health practitioners across the city. This was approved in late winter and the post recruited to in March 2021.

In early March 2021 the Wellbeing Matters Programme featured as a good practice case study at **the International Social Prescribing Conference**, including providing delegates with a virtual tour of the Wellbeing Matters



work in Salford. The conference also saw the announcement that our Irlam and Eccles Community Connector had been voted 'Link Worker of the Year' by the **National Association of Link Workers**.

In late March 2021 Salford CVS were successful in becoming one of four locality test sites for the new Green Social Prescribing and Mental Health Programme in Greater Manchester (one of seven national pilots). This **Green Care** programme will enable the development of green and blue VCSE groups to accept connections from Wellbeing Matters.

Wellbeing Matters in numbers

1,164 Salford residents referred into Wellbeing Matters in 2020/21

6,100 individual appointments held with those residents

More than **2,500** connections 'out' made during the year

235 VCSE groups / organisations supported and provided with information, advice and guidance in relation to their volunteering programmes

209 voluntary and community initiatives received capacity-building support

186 different volunteering opportunities have been developed

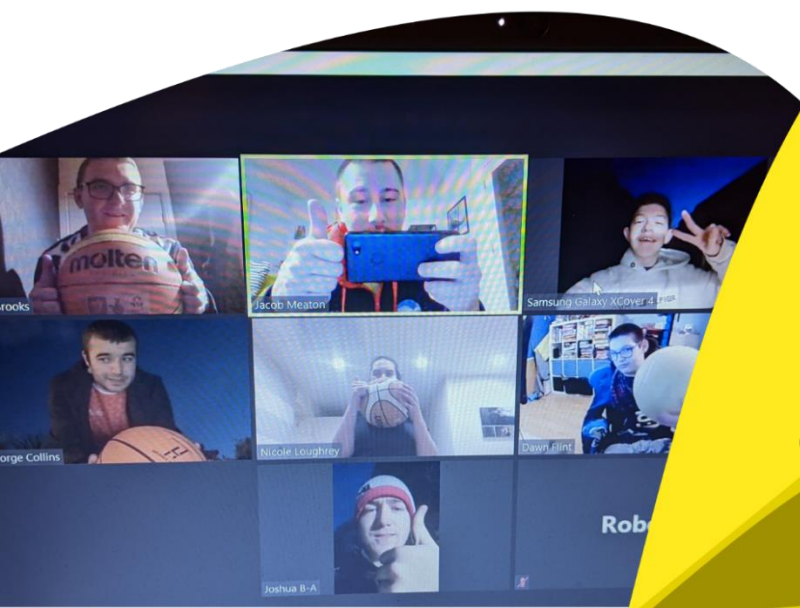
201 volunteers recruited and placed into (non-Covid-19 related) opportunities

Wider work around social prescribing

Salford CVS are the Greater Manchester lead for the National Academy for Social Prescribing (NASP) Thriving Communities programme. The programme is designed to increase awareness and build the capacity of the VCSE ecosystem to respond to Social Prescribing.

<https://socialprescribingacademy.org.uk/thriving-communities/>

We're also part of the GM Social Prescribing Review working group and are supporting the GM Health and Social Care Partnership and the University of Manchester to design their review scope and questions.



"The team at Salford CVS have always been a massive help and support to our disability basketball sessions. Without their support I would find it hard to imagine that we would have been able to run this long, especially through the pandemic."

Disability Sport UK



The Covid Year – through the lens of...

Answer Cancer

In 2020/21 Salford CVS (on behalf of **10GM partners**) continued to work in partnership with **BHA for Equality, Unique Improvements** and **Voluntary Sector North West (VSNW)** to deliver the Answer Cancer programme on behalf of Greater Manchester Health and Social Care Partnership. **Salford CVS** is the lead partner and accountable body for the programme.

Answer Cancer continues to build on the great work that the Greater Manchester Cancer Champions social movement had previously delivered around increasing the uptake of Breast, Bowel and Cervical Screening. Answer Cancer has been commissioned to target areas of high deprivation and within specific communities where screening uptake is low. We focus on communities that are often poorly served by mainstream health services

and who experience disproportionate health inequalities.

The programme has a number of strands – community engagement and awareness raising, training, evaluation, and a grants programme to support community activity and the recruitment of organisational and individual **Cancer Champions**.

The programme offers awareness raising sessions to communities and professionals to increase knowledge and reduce the stigma of cancer and cancer screening. Training is offered to cancer champions and those who are interested in developing their skills and gaining a deeper knowledge of Breast, Bowel and Cervical screening.





We also evaluate the programme on an ongoing basis so we can measure the impact our work is having on communities and uptake of screening services.

Answer Cancer is one element of the work around cancer screening engagement in Greater Manchester and we work closely with the NHS Cancer Screening Improvement Leads (CSILs) for Breast and Bowel and other cancer-focused organisations such as CRUK, Macmillan and Jo's Trust.

Spring brought a great deal of change for the Answer Cancer programme and its staff team with the impact of Covid-19 and the subsequent lockdown. In-person engagement had to be postponed and so we focused on maintaining contact with communities and increasing Answer Cancer's profile by taking the programme online and looking at how communities can continue to be supported and engaged.

Despite the pandemic, we decided to continue with the launch of our spring **grants** round, shifting to focus primarily on online and social media opportunities. Three Meet the Funder sessions were held for interested applicants over Zoom.

33 applications were received, **26** of which were funded. Applicants adapted their bids to fall in line with Covid-19 guidance which led to increasingly creative approaches to engagement, utilising social media platforms and community radio stations. We had bids from all areas of Greater Manchester and a strong representation from organisations we have worked with and

built relationships with. We had a high number of applications from BME groups and organisations.

Our networking and the organisation of engagement events had been severely limited in Q1 by Covid-19 and the subsequent restrictions that were imposed. In the early weeks of lockdown, **22** selected community groups participated in a short-term needs assessment exercise, the findings of which were used to inform how Answer Cancer could assist community groups to continue reaching out to service users with cancer awareness messages. For example, results highlighted significant gaps in digital literacy, so the engagement team came up with three effective ways to engage with marginalised groups whilst under lockdown. These were to:

1. Use community radio stations to have a broad reach into communities
2. Circulate information via our new monthly newsletter, *EngageGM*
3. Support groups (that can) to embrace virtual engagement sessions.

Over the **Summer** months, we took a proactive focus on encouraging the public to re-engage with **cancer screening** services as the longer term impact of the pandemic on cancer

screening and cancer services was starting to be discussed.

We continued to support digitally excluded communities by capacity-building community organisations knowledge of social media and digital platforms. We also supported a number of our grant funded organisations – delivering a number of awareness raising sessions for organisations to make our activities as accessible as possible.

As we moved into the **Autumn** there was a window where some restrictions were relaxed, which enabled the Answer Cancer programme to have more flexibility in engaging with communities across Greater Manchester. In October, which was **Breast Cancer Awareness Month**, we worked the charity Prevent Breast Cancer to help them engage people across GM, doing a series of outdoor engagement sessions. We also held an online 'Wear it Pink' breast screening awareness-raising session.

We participated in **Black History Month** and **November** this quarter, holding a range of online engagement and training sessions.

We started the new year in the midst of **Winter** and in another lockdown as Covid-19 numbers had risen sharply. It was a challenging quarter as communities became more difficult to engage with around cancer screening as much of the focus for community groups was around vaccination, especially for BME communities. On a more positive note we increased our work with LGBTQ community groups and organisations, including via Gaydio radio station.

Successful online events for **Cervical Cancer Awareness Week** including a themed Stakeholder Collaborative and a recorded panel discussion from Answer Cancer Champions on misconceptions of cervical screening / cervical cancer in some communities.

Our events for **International Women's Day** in March 2021 were particularly successful, with women's health training a feature and our team attending several other online celebration events to discuss and raise awareness of cancer screening.

Erinma Bell was one of ten local women recognised for their outstanding contribution to the Answer Cancer programme on International Women's Day 2020.

Erinma received the award to acknowledge her contribution to raising awareness of breast, bowel and cervical screening via Radio Africana.



Answer Cancer in numbers

26 grants were awarded

597 new Cancer Champions were recruited, plus 846 from grants activity

94 Lead Answer Cancer Champions signed up

35 new Organisational Cancer Champions signed up, making 147 in total

937 individuals were reached via 49 engagement sessions

533 people attended our 46 training courses

Answer Cancer Champions

A young woman signed up as an Answer Cancer Champion because her mum was diagnosed with breast cancer and has since had treatment and is recovering well. She became a Cancer Champion because she wanted to make a difference to people in her community.

Coming from a Black African heritage she is well aware of how cancer is viewed; the secrecy, the cultural beliefs and at times the shame attached to being diagnosed with cancer. This young lady is keen to help raise awareness about the importance of breast cancer screening. Her mother found out that she had cancer through going for screening.

“It saved my mum’s life. Had she not gone to her screening appointment, I dread to think what might have happened. Many women think it’s not important. The thing was, my mum felt fine, no lumps, no nothing. That’s the scary bit – there may be women out there thinking, this has nothing to do with me, I’m okay. What’s not okay is to ignore the letter inviting you for screening.”

Answer Cancer Champion from CAN Survive UK



The Covid Year – through the lens of...

Little Hulton Big Local

During 2020/21 Salford CVS continued to act as the Locally Trusted Organisation (LTO) for **Little Hulton Big Local** (LHBL), a role we have held since 2016.

Duties undertaken by Salford CVS on LHBL's behalf included providing strategic and operational support; employing and managing three paid staff on their behalf; financial management; acting as banker for their Big Local investment; administration and minute-taking; and supporting their Partnership Board.

LHBL has a vision ***“To unite Little Hulton as a community and to enhance local people’s wellbeing”*** and has access to £1million of Big Local (Big Lottery) funds to invest in order to help achieve its vision.

When many offices and community venues closed, Little Hulton Big Local remained active and open for the majority of the year, playing a pivotal part in supporting residents during the pandemic, including responding to local need for food and support for children and young people during school closures.



Little Hulton Big Local saw its investment in the bike track in Peel Park become a reality, with building work starting during the year – the official opening will be held later in 2021 when restrictions lift.

Also in Peel Park, the plans to redevelop the Pavilion were submitted to Salford Council, with approval expected in mid-2021. Whilst some resources are available to contribute to the cost of the build, a significant fundraising effort will be undertaken during 2021/22 to ensure this development can become a reality and provide the residents of Little Hulton with a fantastic community hub and make Peel Park a destination venue.

“Salford CVS have given LHBL exceptional support as our LTO throughout a very difficult year, working with the board and helping us to achieve our vision whilst serving the changing needs of the local community. The input from CVS has been professional,

friendly, helpful and always accessible - supporting the board through every step of the business end of our project and our aim to become self-sufficient.

Employing xxx and xxx has been the best decision we have made. They are both dedicated, committed and passionate about the work they do. They are valued assets for LHBL, without whom we would not have progressed with our vision or been able to support our local community to get through this difficult year. Their work with volunteers, groups and networking in the local community has helped bring together the other community groups in the area to ensure Little Hulton works together to improve the lives of the people of Little Hulton.”

Sharon Maddocks, Chair, Little Hulton Big Local

Little Hulton Big Local have been exceptionally busy during the pandemic, delivering up to 80 parcels a week to local people.



The Covid Year – through the lens of...

Salford Third Sector Consortium

During 2020/21 Salford CVS continued to provide 'Hub' function support for **Salford Third Sector Consortium**, an independent charitable company with 85 member organisations. This is a role we have held since 2013.

The purpose of the Consortium is to win contracts for its members that they might not be able to win on their own, thus securing investment to enable local VCSE organisations to deliver high quality services to benefit local people.

Hub duties undertaken by Salford CVS included Board preparation and support; organising the AGM; financial management; contract management; policies and procedures; membership services; administration and minute-taking.

During 2020/21 the Consortium:

- Successfully delivered the fifth year of their **Tech and Tea** contract with Salford City Council, providing digital support and training for older people. The project has proven successful and had been recommissioned until March 2022 as part the **Age Friendly Salford** programme of work. The lead

partner for this work was Inspiring Communities Together.

- Continued to be the delivery partner for workstream one of the Salford CVS-led **Wellbeing Matters'** social prescribing programme, which currently runs until March 2022. This work is funded by NHS Salford CCG and the city's five Primary Care Networks. Six members of the Consortium currently deliver this work: Big Life Group, Inspiring Communities Together, Langworthy Cornerstone Association, Social adVentures, Start Inspiring Minds, and Unlimited Potential.



Tech and Tea

Bernard took part in the Tech and Tea at Home course that ran in November last year. Since then he has become a regular attendee of the Zoom sessions each week. At the beginning of January, he expressed an interest in taking part as a volunteer.

He attended the Wellbeing Conversation training in January and now volunteers on the Tech and Tea at Home courses, helping people who were in the same position as he was when he first started. In such a short space time volunteering has made a massive impact on him...

“I had recently been referred to a specialist because... they thought I had dementia. When I went they told me it wasn't dementia but I had severe anxiety and depression. Well, I've been for another follow up this morning and... you know we fill out those polls at the end of each session? Well I do the same after every meeting with this specialist and my numbers... they've gone well down. I told him about this volunteering and he said 'well keep doing it cos it's clearly helping'.”



Spring again - new hope?

Development plans 2021-2022

Photo credit: Nick Fewings via Unsplash

As we moved into the new financial year 2021/22 we were hopeful that the pandemic would loosen its grip and we could progress to whatever the new 'normal' looked like...

We recognise that Covid-19 is not going away any time soon though, so expect 2021/22 to be a year where we need to remain responsive and adaptable, switching at pace between business as usual (BAU), BAU adapted, emergency response, recovery, and so on.

There has been so much learning for all of us during what we have called '**The COVID Year**', not least for Salford CVS.

We have taken on a much broader civic role during the pandemic; a more practical role; and a role more focused on neighbourhoods, alongside our citywide and GM work. Our plan is to continue in this vein, demonstrating that we are not only the city's local infrastructure support organisation for the VCSE sector in Salford, but also that we are an important place-based anchor organisation in our own right.

To this end we have started reviewing our strategic priorities as part of the annual refresh of our Strategic Plan. Alongside our core priorities and work strands as a 'CVS', we want to set the context of our work, which is encapsulated below:

Healthier, Fairer, Greener

- Addressing inequalities in the light of the Black Lives Matter movement - taking practical action and being positively Anti-Racist ✓
- Ameliorating the impact of Covid on minoritised communities, wherever and whenever we can ✓
- Ensuring tackling poverty and inequalities, including the wider determinants of health, is at the heart of our work programmes ✓
- Valuing, enabling and supporting volunteering and social / citizen action ✓
- Helping create a more inclusive economy - social value, social enterprise, community business, living wage / hours, placements / apprenticeships ✓
- Making our organisation more environmentally sustainable - taking practical action NOW ✓
- Being a Disability Confident employer - in practice ✓
- Acting as a place-based organisation - across the city, in neighbourhoods, on the ground ✓
- Playing a role befitting an anchor institution in Salford ✓
- Living our Values - passion, innovation, quality, cooperation, diversity and impact ✓

Our core focus remains Salford – people and place – and we are keen to play a key role in the delivery of **The Salford Way** (as we were in its development). The Salford Way is a suite of strategies to tackle poverty, create a more inclusive economy, with a focus on equalities, all as part of the City Mayor's **Great Eight** priorities.

We are committed to Building Back Fairer, as Sir Michael Marmot recommends in his (2020) national report: <https://bit.ly/Marmot2020> and in his Greater Manchester 10 years on report (2021): <https://bit.ly/MarmotGM>

This report provides a framework for how Greater Manchester can 'Build Back Fairer' in the aftermath of the pandemic. Marmot states that fundamental to achieving a permanent reduction in health inequalities is a focus on the social determinants of health: those factors outside health care that affect health.

Work around wellbeing, health and care has become increasingly important for Salford CVS in recent years. We have been lead partner on the Wellbeing Matters, Answer Cancer and History Makers programmes of work; delivered Ambition for Ageing and Age-Friendly Salford work with partners; played a key role in Salford's physical activity local pilot work around children and young people; and designed and administered a huge 'all-age' grants programme in response to Salford's Locality Plan for health and care – to name but a few initiatives. We have been at the heart of Salford's Covid-19 response work, both strategically and operationally; and in the last few months have been heavily

involved in the work in Salford and Greater Manchester around NHS changes and the creation of a new Integrated Care System. All of this work remains a priority for Salford CVS in 2021/22. But we also need to pay more attention to the wider determinants of health in our work.

In the knowledge that the pandemic has exacerbated already existing inequalities, we plan in 2021/22 to renew our efforts to place tackling inequalities and reduction of poverty at the heart of our work. As a charity one of our fundamental aims is the relief of poverty. Some of our new work in 2020/21 focused around practically helping to tackle food poverty and other manifestations of poverty. Although we largely focused on practical actions in 2020/21 we are committed in 2021/22 to look at how we can support work to address the root causes of poverty, including via campaigning.

In March 2021, the Greater Manchester Independent Inequalities Commission published its report '**The Next Level: Good lives for all in Greater Manchester**' and we are committed to considering how we can support the practical implementation of the commission's recommendations: <https://bit.ly/NextLevelGM>

The Vision: Good Lives for All in Greater Manchester

- Focus on **reducing inequalities at the foundations** of Greater Manchester's prosperity and wellbeing: A good job, a decent home, affordable transport, digital access, green space, clean air and

safe streets, support to maintain good health, the chance to learn and develop....

- Ensure that **everyone in Greater Manchester has access to the basics for a good life** – no matter who they are or where they live
- Don't forget the **climate emergency** – solutions must work for people and planet
- **Target resources** at the people and places within Greater Manchester who face the greatest barriers to living good lives knowing that when we reduce inequalities, everyone benefits

Details of key areas of work in 2021/22:

We recognise that intersecting inequalities adversely impact on what Dr Muna Abdel Aziz, Salford's Director of Public Health, calls 'the 20%'.

Our work programme going forward will ensure we have this in mind when prioritising how we use our modest resources.

- Delivering our core local infrastructure programme of work
- Delivering and developing other programmes we lead on, including Wellbeing Matters, Answer Cancer, Green Care, Youth Justice community connection
- Developing a new programme of work around capacity-building support for disabled people's organisations
- Supporting local frontline VCSE groups and organisations to provide practical help for people seeking refuge in Salford and across Greater Manchester
- Delivering our grants programmes as per the schedule for 2021/22, including the Third Sector Fund, Hate Crime, Grow Well, Short Break Care, Emotional Wellbeing and Mental Health, Achieve BST, Answer Cancer - whilst also remaining responsive to local needs and adapting accordingly
- Working with our independent evaluation partners CLES and VSNW on the ongoing evaluation of the Third Sector Fund
- Securing future funding for our work – in the context of influencing factors such as changing priorities; local authority budget pressures; rise of Primary Care Networks and the role of neighbourhoods; demise of NHS Salford CCG and creation of the new GM ICS
- Continuing to be a partner in programmes such as Age-Friendly Salford, Community-Led Support, Living Well, NASP Thriving Communities (GM partner)
- Working with our 10GM colleagues to further develop our joint venture
- Continuing to work collaboratively with GMCVO and other locality and thematic infrastructure bodies across and within Greater Manchester
- Continuing to play a key role in Greater Manchester strategic

partnership work as part of the GM VCSE Leadership Group

- Continuing to act as lead partner for the Greater Manchester State of the VCSE Sector research
- Supporting Salford and GM's Covid-19 response and recovery efforts, including strategic work, community outreach, support for testing and vaccination, providing practical support for our sector and local communities
- Promoting access to digital for our sector and communities – skills, kit, data and Wi-Fi
- Continuing to improve and develop our comms offer, including refreshing our website and making it more accessible and interactive
- Ensuring Salford CVS and wider VCSE sector reps play a role on all relevant key partnerships in Salford
- Ensuring Salford's VCSE sector voice is heard and has opportunities to influence Greater Manchester agendas
- Playing a core role in the work around the creation of the Greater Manchester ICS (Integrated Care System) in both Salford and at GM level
- Facilitating engagement opportunities with key leaders in Salford, including the City Mayor
- Organising Vocal VCSE Forums for voice and influence, making sure they are topical and are addressing both the sector's priorities alongside 'The Salford Way' suite of strategies

and the city's refreshed 'Great Eight' priorities

- Organising our annual in-person VCSE conference, on the theme of 'Belonging: exploring identity and place in Salford'
- Ongoing delivery of the Salford VCSE Strategy and associated action plan
- Securing additional funding and investment into the VCSE sector in Salford
- Providing bespoke 1-2-1 information, advice and guidance for Salford's VCSE organisations
- Continuing to prioritise work around providing funding advice and support
- Designing and delivering a responsive training programme, in person and online
- Providing a range of support and training in respect of adult safeguarding and safeguarding children
- Continuing to offer 'backroom' support for VCSE groups and organisations in the form of DBS checks, holding accounts, book-keeping, payroll support, and related activities
- Supporting the ongoing response to the Covid-19 pandemic in Salford by recruiting and placing volunteers and continuing to support our own team of emergency response volunteers

- Further developing our Community Champions volunteering programme, including 'Trusted Voices'
- Supporting the VCSE sector's volunteer-involving organisations by delivering a range of online and in-person volunteer brokerage, training and tailored good practice support
- Providing support and activities during Volunteers' Week
- Continuing to provide Hub support to Salford Third Sector Consortium
- Supporting a range of relevant campaigning activities, including Keeping the Universal Credit uplift, Living Wage, Show the Salary, Lift the Ban, Refugees Welcome, and more...



Policies

Risk Management

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finance of the charity, and are satisfied that systems are in place to mitigate their exposure to major risks.

The charity's organisational Risk Register is regularly reviewed, as per the agreed Board work programme, with remedial action taken as required.

Reserves Policy

The Salford CVS Reserves Policy is to maintain sufficient level of reserves to enable normal activities to continue over a period of up to six months should a shortfall in income occur and also to take account of potential risks and contingencies that may arise from time to time. The required reserves to achieve this are £868,158.

Excluded from the Reserves Policy are funds associated with:

- Programme-related investments
- Restricted funds

Therefore, in order to demonstrate transparency, accountability and sound financial management, the Salford CVS Reserves Policy clearly justifies the amount of reserves kept back each year.

Steps taken to establish the level of reserves

In order to make a judgment on the amount of reserves, the Board of Trustees have considered the risks in respect of expenditure, unrestricted income and, where appropriate, restricted income and where funds can only be realised by the disposal of a fixed asset. Also taken into consideration are any external identified potential major risks to income and expenditure during the year under consideration.

Investment Policy

The Board of Trustees have considered the most appropriate policy for investing funds and has invested £628,000 in the following fixed-term accounts. When the account matures the funds are rolled over provided the Trustees consider the interest rate is acceptable: Bath Building Society £90,000, Co-operative Bank £86,000, Charity Bank £96,000, Virgin Money £91,000, Family Building Society £90,000, Cambridge and Counties £92,000, CAF Bank £98,000, Nationwide £85,000. The balances of funds are to be held in bank deposit accounts. In addition, the funds received from the Pennington bequest, in investments, were retained in these investments until they were sold in June 2019. The investment was managed by Smith & Williamson Fund Administration Limited on behalf of the charity.

Grants

The company does not make significant grants in its own capacity but acts only in partnership with various local and national government departments and other strategic partners (e.g. RHS) to administer the distribution of grants to other local charities, community organisations, social enterprises and primary schools.

Distributions are made in strict accordance with the criteria set by the original funding body and are included in the provision of services when payable.

The company itself distributed approximately £2,492 to support emergency response activities and Living Wage accreditation.



Structure, governance and management

The Trustees are responsible for the strategic management and direction of the organisation, working in conjunction with the Chief Executive. Day-to-day strategic, operational and financial management is delegated to the Chief Executive and Deputy Chief Executive. During the year the Board met for one strategy meeting and seven business meetings.

Members of the Board of Trustees are elected by the membership at the Annual General Meeting (AGM). Officers of the Board of Trustees are appointed by the Board at the next Board meeting following the AGM. Members of the Board serve for a three-year term, although they can be re-elected at the end of that term. Additional members can be co-opted to the Board at any time of the year and serve until the next AGM. Co-opted members can then either stand for election at the AGM or be re-appointed at the first meeting of the Board after the AGM.

Trustees are inducted by the Chief Executive / Deputy Chief Executive and Chair and are provided with a handbook outlining their responsibilities. Trustees complete an annual skills audit and are given opportunities for training.

The organisation is affiliated to the following national organisations that provide advice, guidance and support:

- National Association for Voluntary & Community Action (NAVCA)
- National Council for Voluntary Organisations (NCVO)
- Social Enterprise UK (SEUK)
- Charity Finance Group (CFG)

Financial Review

During the year the charity had a surplus of £145,721 on unrestricted income. This surplus is the net result of income received from providing sales and services and management fees. Also included in this amount is £13,198 held for future Heart of Salford Awards.

The deficit on restricted funds of £3,673 is as a result of utilisation of restricted funds brought forward from the previous year.

As at 31st March 2021 the Charity has designated reserves of £476,147 for specific projects as shown on note 19 to the accounts.

As at 31st March 2021 the Charity has unrestricted reserves of £412,151, designated reserves of £476,147 and restricted reserves of £1,741,850, a total of £2,641,148.

Salford Community and Voluntary Services is revenue funded by Salford City Council and NHS Salford CCG.

Funds held as custodian

As at 31st March 2021 Salford CVS acted as custodian for the following organisations:

African Family Support	£20	Life Centre	£2,000
Age Friendly Cities	£15,000	Little Hulton Big Local	£15,433
Anyone for Tennis	£576	Lower Kersal Young People Project	£403
Art of Gold	£250	Mad Pride	£198
Big Local Craft Group	£1,884	Marina Gardeners	£78
Boundary Road Play Area	£316	Onwards & Upwards	£2
Busy Bees	£1,035	Ordsall Allotment Group	£801
Cards, Crafts & More	£135	Recovery Action Group	£607
Edward Onyon	£3,271	Roman Revellers Court	£715
Ellesmere Park Tenants	£253	Roman Court	£39
Friendly Recycling Group	£799	Salford Sings	£20
Greener Lifestyle	£622	Salford Veterans Breakfast Club	£6,007
Home Education Opportunities Group	£440	Salford Women's Centre	£314
House of Tabner	£175	Teenage Autism Group	£12,414
Interfaith Network	£4,560	The Which Way Group	£550
Joint Veterans Alliance CIC	£49	Weaste Social	£32
Lawler Residents	£167	Working in Wood	£295

Funds are held as custodian for organisations that do not have access to bank accounts or that wish Salford CVS to act as their banker. The funds were received and placed within the accounts as current liabilities. Details of Custodian Funds are reported to the Board on a quarterly basis.

Statement of Trustee Responsibilities

The Trustees (who are the directors of Salford Community and Voluntary Services for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are aware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

Wyatt, Morris, Golland Ltd, Chartered Accountants, have intimated their willingness to continue in office as auditors to the company and will be proposed for re-appointment.

The above report has been prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the Trustees

Grace Dyke (Chair)

Approved by the Trustees: 12th October 2021

Report of the Independent Auditors to the Trustees of Salford CVS

Opinion

We have audited the financial statements of Salford Community and Voluntary Services (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or

- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting

unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulators made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

The extent to which our procedures are capable of detecting fraud.

The approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of charities;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities Act 2011 and Companies Act 2006 and;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence where necessary;
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Wyatt, Morris, Golland Ltd

Statutory Auditors

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Park House
200 Drake Street
Rochdale
Lancashire
OL16 1PJ
Date: 12th October 2021



Statement of Financial Activities

(including an income and expenditure account)

	Notes	Unrestricted funds	Restricted funds	Total funds 2021	Total funds 2020
		£	£	£	£
Income and expenditure					
Incoming resources:					
Voluntary income	3	35,431	4,647,095	4,682,526	4,293,284
Investment Income:					
Bank and building society income		179	-	179	6,097
Income from charitable activities:					
Charitable trading	4	14,635	14,938	29,573	29,323
Other income	5	120,873	90,052	210,925	75,960
Total income	6	171,118	4,752,085	4,923,203	4,404,664
Resources expended					
Charitable activities	7-8	(208,218)	(4,572,937)	(4,781,155)	(3,388,137)
Total expenditure		(208,218)	(4,572,937)	(4,781,155)	(3,388,137)
Net (outgoing) / incoming resources before transfers					
		(37,100)	179,148	142,048	1,016,527
Gain on realised Investments		-	-	-	-
Transfers between funds	11	182,821	(182,821)	-	-
Movement in funds		145,721	(3,673)	142,048	1,016,714
Reconciliation of funds					
Total funds balance brought forward		753,577	1,745,523	2,499,100	1,482,386
Total funds balance carried forward		899,298	1,741,850	2,641,148	2,499,100

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

THE NOTES ON PAGES 89 TO 116 FORM PART OF THESE ACCOUNTS.

Balance Sheet

as at 31 March 2021

	Notes		2021		2020
		£	£	£	£
Fixed Assets					
Tangible assets	13		22,530		12,511
Investments	14		4,001		4,001
			<u>26,531</u>		<u>16,512</u>
Current Assets					
Debtors	15	158,905		370,753	
Cash at bank and in hand		<u>3,083,919</u>		<u>2,517,200</u>	
		3,242,824		2,887,953	
Creditors					
Amounts falling due within one year	16	<u>(628,207)</u>		<u>(405,365)</u>	
Net current assets			<u>2,614,617</u>		<u>2,482,588</u>
Total assets less current liabilities			<u>2,641,148</u>		<u>2,499,100</u>
Net assets	17		<u>2,641,148</u>		<u>2,499,100</u>
Funds					
Restricted funds	18		1,741,850		1,745,523
Unrestricted funds	19		899,298		753,577
			<u>2,641,148</u>		<u>2,499,100</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The Trustees acknowledge their responsibilities for

- a)** ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b)** preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 144 of the Charities Act 2011.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 12th October 2021 and were signed on its behalf by:

Grace Dyke – Trustee

John Phillips – Trustee

THE NOTES ON PAGES 89 TO 116 FORM PART OF THESE ACCOUNTS.

Cash Flow Statement

for the year ended 31 March 2021

	Notes	2021	2020
		£	£
Cash flows from operating activities:			
Cash generated from operations	1	584,136	(8,184)
Net cash provided by (used in) operating activities		584,136	(8,184)
Cash flows from investing activities:			
Purchase of tangible fixed assets		(17,596)	(6,947)
Unrealised loss on investments		-	8,912
Interest received		179	6,097
Net cash provided by (used in) investing activities		(17,417)	8,062
Change in cash and cash equivalents in the reporting period		566,719	(122)
Cash and cash equivalents at the beginning of the reporting period		2,517,200	2,517,322
Cash and cash equivalents at the end of the reporting period		3,083,919	2,517,200
		=====	=====

Note 1 - Reconciliation of net income to net cash flow from operating activities

	2021	2020
	£	£
Net income for the reporting period (as per the statement of financial activities)	142,048	1,016,714
Depreciation charges	5,787	3,504
Loss on disposal of fixed assets	1,790	-
Interest received	(179)	(6,097)
Decrease/(increase) in debtors	211,848	(6,527)
Increase/(decrease) in creditors	222,842	(1,015,778)
Net cash provided by (used in) operating activities	584,136	(8,184)

Notes forming part of the Financial Statements

1. Accounting policies

Basis of preparation and assessment of going concern

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the Company's accounting policies, management is required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimated are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Management does not consider that there are any key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements.

Incoming resources

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

a) Donations and grants

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable except as follows:

When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this income is included in incoming resources of restricted funds when receivable.

b) Legacies and interest receivable

These are included when receivable by the charity.

Resources expended

Resources expended are included in the statement of financial activities on an accruals basis, inclusive of any V.A.T. which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs which are attributable to more than one activity are apportioned across cost categories on the basis of the Directors' best estimate.

The company does not make significant grants in its own capacity but acts only in partnership with various local and national government departments and other key partners (e.g. RHS) to administer the distribution of grants to other local charities and community organisations. Distributions are made in strict accordance with the criteria set by the original funding body and are included in the charitable activities when payable.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds - these are funds set aside by the Trustees out of unrestricted general funds for specific future purposes or projects.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Separate asset accounts are not maintained for each fund if a better return can be obtained by consolidating the assets. However, they should always be readily accessible, dependent on the fund involved.

Tangible fixed assets

Assets acquired by means of restricted capital grants for time limited projects are depreciated over the life of the project.

Depreciation is provided on other fixed assets at the following annual rates in order to write off each asset over its estimated useful life:

Computer equipment - 33 1/3% on cost

Office equipment - 20% on net book value and 33 1/3% on cost

Fixtures and fittings - 20% on net book value and 33 1/3% on cost

Investments

General investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Programme related investments

These are made directly in pursuit of the organisation's charitable purposes and further the objects of the charity. Whilst they may generate a small amount of income they are not made for those purposes and are often not on commercial terms.

They are valued at cost less impairment. The impairment is based on the Trustees perception of the recoverability of the investment.

Taxation

The company is a registered charity and as such is entitled to the exemption from tax to the extent that the income received falls within section 505 I.C.T.A. 1988 and section 256 C.G.T.A. 1992 and is applied to charitable purposes only.

Pensions

Contributions in respect of the company's defined contribution pension scheme are charged to the income and expenditure account for the year in which they are payable to the scheme.

Government grants – Covid 19

Government grants are recognised when there is reasonable assurance that the company will comply with the conditions attaching to the grant and the grant will be received.

Following the outbreak of the Covid-19 Pandemic the company furloughed members of staff and took advantage of the government job retention scheme. Grant income is accrued for in the period matching the period the wages were due for.

2. Net Income for the year

The net income for the year is stated after charging

	2021	2020
	£	£
Auditors' remuneration (see note 9)	8,020	7,850
Depreciation	5,787	3,504
	13,807	11,354
	=====	=====

3. Voluntary Income

	Revenue Grants	Total 2021	Total 2020
	£	£	£
Unrestricted			
Grants receivable / contracts			
Unrestricted grants / contracts:			
Access to Work (DWP)	1,522	1,522	-
Big Local Trust – Bankers Fee	7,909	7,909	10,182
Catalyst	5,000	5,000	-
NAVCA	3,000	3,000	-
Salford Council	10,000	10,000	-
Salford Third Sector Consortium	8,000	8,000	8,000
The Booth Charities	-	-	1,500
Total unrestricted voluntary income	35,431	35,431	19,682
Restricted			
Age UK Salford - Ambition for Ageing Investments Programme	-	-	76,830
Big Lottery – Covid Response	82,708	82,708	-
Big Lottery - Big Local Trust (Little Hulton Big Local)	158,189	158,189	203,642
Donations and Grants for Covid Response	65,450	65,450	-
Forever Manchester	19,970	19,970	-
Greater Sport – Tackling Inequalities Fund	28,000	28,000	-
GMCVO – Culture Champions	-	-	6,945
GM H&SCP Via GMCVO - Big Alcohol Conversation	-	-	(8,565)
GM Mental Health NHS Foundation Trust – Achieve Bolton, Salford, Trafford Recovery Fund	205,418	205,418	170,000
NHS England – GM Cancer Screening Engagement programme (Answer Cancer)	525,000	525,000	523,716
NHS Salford CCG – Big Reset Conversation	40,000	40,000	-

Voluntary Income (continued)

	Revenue Grants	Total 2021	Total 2020
	£	£	£
NHS Salford CCG – Covid-19 Emergency Response for Salford 4 Good Appeal	-	-	50,000
NHS Salford CCG – Emotional Wellbeing and Mental Health Grants	393,000	393,000	831,000
NHS Salford CCG - Third Sector Fund grants programme	1,315,000	1,315,000	1,000,000
NHS Salford CCG – Wider VCSE Activities	150,000	150,000	-
NHS Salford CCG - VCSE Voices Matter (Salford Together)	80,223	80,223	81,000
NHS Salford CCG - Volunteer Wellbeing Champions (Age Friendly Salford)	195,000	195,000	120,000
NHS Salford CCG - Wellbeing Matters Programme	483,235	483,235	555,000
Salford City Council – Community Champions	151,000	151,000	-
Salford City Council – Community Response Fund	250,000	250,000	-
Salford City Council – Covid-19 Emergency Response for Salford 4 Good Appeal	-	-	50,000
Salford City Council - Children, Young People & Families	31,706	31,706	31,706
Salford City Council - Hate Crime grants	6,490	6,490	7,282
Salford City Council – Healthy Holidays Fund	10,000	10,000	-
Salford City Council - Health and Social Care (Integrated Fund)	39,810	39,810	39,810
Salford City Council - Infrastructure, Training and Development	80,737	80,737	80,737
Salford City Council - Short Break Care grants	60,449	60,449	47,183
Salford City Council - Strategic Development	85,000	85,000	85,000
Salford City Council - Volunteer Centre	28,315	28,315	28,315
Salford City Council – Youth Justice	37,603	37,603	37,603
Greater Sport - Active Ageing	-	-	24,000
Greater Sport – GM Moving local delivery pilot	74,792	74,792	76,166

Voluntary Income (continued)

	Revenue Grants	Total 2021	Total 2020
	£	£	£
The Royal Horticultural Society – Grow Well grants	15,000	15,000	15,000
Greater Manchester Health and Social Care Partnership (via NHS Oldham CCG) - Make Smoking History (History Makers)	25,000	25,000	75,000
Social Enterprise UK – Buy Social Extension programme	10,000	10,000	10,000
Salford Royal NHS Foundation Trust – Tackling Social Inclusion	-	-	49,950
Total restricted voluntary income	<u>4,647,095</u>	<u>4,647,095</u>	<u>4,273,602</u>
Total voluntary income	<u>4,682,526</u>	<u>4,682,526</u>	<u>4,293,284</u>

4. Charitable Trading Income

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Training fees	-	-	-	2,190
Payroll service	7,267	-	7,267	7,066
Other	7,368	-	7,368	19,754
Returned grants	-	14,938	14,938	313
	<u>14,635</u>	<u>14,938</u>	<u>29,573</u>	<u>29,323</u>

Returned grants income - £14,938 (Third Sector Fund), has been reallocated to future grant rounds.

5. Other Income

	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
	£	£	£	£
Mailing, photocopying and other sales	71,263	90,052	161,315	38,906
DBS Checks	26,040	-	26,040	37,054
Coronavirus Job Retention Scheme	23,570	-	23,570	-
	120,873	90,052	210,925	75,960
	=====	=====	=====	=====

The associated direct costs of DBS checks amounted to £13,111 (2020 - £18,695) which is included in note 7 under Beneficiary Support Costs.

6. Total incoming resources

	2021	2020
	£	£
Unrestricted	171,118	119,402
Restricted	4,752,085	4,285,262
	4,923,203	4,404,664
	=====	=====

7. Charitable Activities

	Staff costs	Deprec- iation	Other Costs	Total 2021	Total 2020
	£	£	£	£	£
Information, advice and support	1,090,748	5,787	1,155,007	2,251,542	1,896,932
Grants distributed	-	-	2,529,613	2,529,613	1,491,205
	1,090,748	5,787	3,684,620	4,781,155	3,388,137
	=====	=====	=====	=====	=====

	2021	2020
	£	£
Other costs comprise:		
Grants distributed (see note 8)	2,529,613	1,491,205
Consultancy fees	11,736	6,072
Premises and equipment	68,750	77,130
Website costs	1,800	2,730

Communications, marketing and promotion	56,762	16,326
Beneficiary support, meetings and events	985,393	791,408
Staff recruitment, training and travel	4,883	22,283
Subscriptions and affiliations	3,280	2,016
Insurances	3,891	3,765
Miscellaneous	2,623	2,362
Support costs (see note 9)	9,211	11,118
Loss on Disposal of assets	1,790	-
Refunded grant income	4,888	-
	3,384,620	2,426,415
	=====	=====

Grants distributed

All the grants were paid to third sector groups and organisations in the Greater Manchester area and all were paid on behalf of the funders, who had requested the charity administer the funds for distribution. The charity retains a proportion of funds for management and administration costs.

The payment of grants is within the objects of the charity.

8. Grants distributed

	2021	2020
	£	£
NHS Salford CCG Third Sector Fund		
Crisis Fund	71,728	6,995
Covid 19 BAME Response Fund	50,998	-
Covid 19 Digital Response Fund	50,000	-
Covid 19 Disability Response Fund	29,763	-
Covid 19 Recovery Fund	429,230	-
Covid 19 Domestic Violence Response Fund	50,000	-
Food Response Fund	35,000	-
Grow Well Fund	-	21,027
Health Holidays Fund	34,275	-
Healthy Schools Fund	110,000	74,356
Healthy Schools Partnership Challenge	-	105,000
Healthy Schools Transition Fund	228,624	-
Impact Fund	-	162,292
Impact Neighbourhood Fund	-	97,135
Impact Partnership Fund	57,620	153,103
Living Well Winter Fund	25,008	-
Micro Grants Neighbourhood Fund	-	23,565
Responsiveness Fund	-	59,982
Volunteers' Expenses Fund	13,439	11,767

Volunteers' Week Activity Fund	4,028	13,029
Wellbeing Fund	31,266	49,644
Youth Wellbeing Fund	38,353	46,597
Inequalities Fund	-	6,577
	<u>1,259,332</u>	<u>831,069</u>
Other		
Achieve, Bolton, Salford and Trafford Asset Fund grants and investments	40,037	163,884
Active Ageing investments	-	21,439
Ambition for Ageing investments	-	64,830
Answer Cancer Fund grants	55,000	35,000
Big Rest Conversation	5,200	-
CCG Covid Grant	24,100	-
Emotional Wellbeing and Mental Health grants	711,788	185,144
Food Fund	212,623	-
Hate Crime grants	5,800	6,720
Little Hulton Big Local grants and investments	7,473	44,327
Local Delivery Pilot investments (Boost)	58,708	999
Make Smoking History grants	28,800	6,250
Royal Horticultural Society grants	-	15,000
Salford 4 Good grants	-	12,500
Salford 4 Good Covid Response Appeal	35,008	-
Salford CVS grants	2,492	1,000
Short Break Care grants	50,628	58,082
Tackling Social Inclusion grant	-	44,961
Tackling Inequalities Fund	27,950	-
VCSE Voices Matter	12,100	-
	<u>1,277,707</u>	<u>660,136</u>
Restricted fund		-
Prior years grants not taken up	(7,426)	
Total grants	<u>2,529,613</u>	<u>1,491,205</u>

Grants analysis 2020/21

Third Sector Fund

- Crisis Fund – 146 grants with minimum recipient £90 and maximum recipient £500, total £71,728
- BAME Response Fund – 6 grants with minimum recipient £5,070 and maximum recipient £10,000, total £50,998
- Digital Response Fund – 25 grants with minimum recipient £612 and maximum recipient £2,500, total £50,000
- Disability Response Fund – 3 grants with minimum recipient £9,800 and maximum recipient £10,000 total £29,763
- Recovery Fund – 27 grants with minimum recipient £5,000 and maximum recipient £20,000, total £429,230
- Domestic Violence Fund – 1 grant of £50,000
- Food Response Fund – 2 grants with minimum recipient £10,000 and maximum recipient £25,000, total £35,000
- Healthy Holidays Fund - 17 grants with minimum recipient £425 and maximum recipient £8,400, total £34,725
- Healthy Schools Fund - 22 grants with minimum recipient £1,971 and maximum recipient £5,000, total £110,000
- Healthy Schools Transition Fund - 7 grants with minimum recipient £23,594 and maximum recipient £40,000, total £228,624
- Impact Partnership Fund - 4 grants with minimum recipient £2,250 and maximum recipient £45,000, total £57,620
- Living Well Winter Fund – 26 grants with minimum recipient £450 and maximum recipient £1,000, total £25,008
- Volunteers' Expenses Fund - 19 grants with minimum recipient £472 and maximum recipient £750, total £13,439.
- Volunteers' Week Activities Fund – 9 grants with minimum recipient £493 and maximum recipient £500, total £4,028
- Wellbeing Fund - 32 grants with minimum recipient £622 and maximum recipient £1,000, total £31,266
- Youth Wellbeing Fund - 10 grants with minimum recipient £820 and maximum recipient £7,500 total £38,353

Other Funds

Achieve Bolton, Salford and Trafford Asset Fund – 151 grants minimum £11, maximum £1,455, total £40,037.

Answer Cancer Fund – 32 Grants minimum recipient £1,000, maximum recipient £2,000, total £55,000.

Big Reset Conversation – 14 Grants minimum recipient £200, maximum recipient £400, total £5,200.

CCG Covid Grant – 3 Grants minimum recipient £1,600 maximum recipient £20,000, total £24,100.

Emotional Wellbeing and Mental Health - 16 grants minimum recipient £4,981, maximum recipient £75,000, total £711,788.

Food Fund Covid response – 83 grants minimum recipient £500, and maximum recipient £8000, total £212,263

Hate Crime grants - 12 grants with minimum recipient £400, and maximum recipient £500, total £5,800

Little Hulton Big Local - 21 grants and investments minimum recipient £50, maximum recipient £350, total £7,473.

Local Delivery Pilot (Boost) – 13 grants minimum recipient £500, maximum recipient £5,000, total £58,708

Make Smoking History – 50 grants minimum recipient £400, maximum recipient £750, total £28,800.

Salford 4 Good CV 19 Emergency Response –4 grants minimum recipient £1,368, maximum recipient £30,000, total £35,008.

Salford CVS Grants - 10 grants with minimum recipient £60 and maximum recipient £1,000, total £2,492

Short Break Care - 12 grants with minimum recipient £1,433 and maximum recipient £8,000, total £50,628.

Tackling Inequalities Fund – 4 grants with minimum recipient £6,950 and maximum recipient £7,000, total £27,950

VCSE Voices Matter Grants – 30 grants with minimum recipient £100 and maximum recipient £1,500, total £12,100

9. Support costs

	2021	2020
	£	£
Accountancy	4,195	4,100
Audit	3,825	3,750
Bank charges	1,191	1,297
AGM expenses	-	1,971
	9,211	11,118
	=====	=====

10. Staff costs

	2021	2020
	£	£
Staff costs comprise:		
Salaries (including redundancies)	942,724	826,444
Social security	82,738	73,725
Pension contributions	65,286	58,049
	1,090,748	958,218
	=====	=====

None of the Trustees received any remuneration from the charity. None of the Trustees were reimbursed for travel expenses (2020 one trustee - £137).

Three key personnel received total emoluments of £141,558. No employee earned £60,000 per annum or more.

The average number of employees in the year calculated on a full time equivalent basis was 27.7 (2020 – 26.03).

11. Transfers between funds

Some transfers between restricted funds have been made where one fund has ended and other similar projects have been undertaken. These transfers are within the scope of the restricted terms of the fund.

Certain transfers have been made from unrestricted funds where projects have had an excess of expenditure over income. See note 18 for further details.

12. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds 2020
	£	£	£
Incomes and expenditure			
Incoming resources:			
Voluntary income	19,682	4,273,602	4,293,284
Investment income:			
Bank and building society income	6,097	-	6,097
Income from charitable activities:			
Charitable trading	29,010	313	29,323
Other income	64,613	11,347	75,960
Total income	<u>119,402</u>	<u>4,285,262</u>	<u>4,404,664</u>
Resources expended:			
Charitable activities	<u>(168,258)</u>	<u>(3,219,879)</u>	<u>(3,388,137)</u>
Total expenditure	<u>(168,258)</u>	<u>(3,219,879)</u>	<u>(3,388,137)</u>
Net incoming / (outgoing) resources before transfers	(48,856)	1,065,383	1,016,527
Gain on realised investments	187	-	187
Transfers between funds	<u>221,237</u>	<u>(221,237)</u>	<u>-</u>

Movement in funds	172,568	844,146	1,016,714
Fund balance brought forward	581,009	901,377	1,482,386
Fund balance carried forward	753,577	1,745,523	2,499,100

13. Tangible fixed assets

	Computers and other equipment	Fixtures and fittings	Total
	£	£	£
Cost			
At 1 April 2020	30,126	20,404	50,530
Additions	17,596 (5,244)	- -	17,596 (5,244)
Disposals			
At 31 March 2021	42,478	20,404	62,882
Accumulated depreciation			
At 1 April 2020	21,781	16,238	38,019
Re disposals	(3,454)	-	(3,454)
Charge for the year	4,762	1,025	5,787
At 31 March 2021	23,089	17,263	40,352
Net book values			
At 31 March 2021	19,389	3,141	22,530
As at 31 March 2020	8,345	4,166	12,511

14. Investments

	2021	2020
	£	£
Salford Credit Union – Programme related investment	1	1
Greater Manchester Community Renewables Ltd	4,000	4,000
	4,001	4,001

Salford Credit Union Investment – Programme related investment

Salford CVS made this investment as a result of the Pennington Bequest, a bequest held since 1974. This bequest came from an ex-resident of Salford who emigrated to Australia, leaving approx. £12,000 to provide an ongoing income for our organisation. The terms of the bequest stated that the money be used for charitable purposes for the benefit of Salford people who are in need.

In 2015 an investment fund for the Pennington Bequest was closed and the proportion relating to Salford CVS, £53,115, was transferred to the direct control of Salford CVS.

In 2016 Salford CVS' Board of Trustees agreed to invest funds into a programme that would provide long-term benefit to the people of Salford and therefore saw the 'programme related investment' of £7,000 into Salford Credit Union as an ideal opportunity.

The Trustees do not expect to recover this investment and hence in 2019 it was written down to £1 in the accounts.

Greater Manchester Community Renewables Ltd (GMCR)

In 2019 Salford CVS' Board of Trustees agreed to invest £4,000 in GMCR's community shares offer to fund the installation of solar panels on schools and community buildings, helping them save money, reduce their carbon footprint, and inspire children and the community to learn about energy and climate change. The schools earmarked in this round of the community shares offer were Salford primary schools. Further information can be found here www.gmcr.org.uk/wp-content/uploads/2019/06/GMCR-Share-Offer-2019.pdf

15. Debtors

	2021	2020
	£	£
Other debtors	59,763	275,425
Prepayments and accrued income	99,142	95,328
	158,905	370,753
	=====	=====

16. Creditors – amounts falling due within one year

	2021	2020
	£	£
Funds held as custodian trustee	69,460	89,282
Accruals and deferred income	558,747	316,083
	628,207	405,365
	=====	=====

At 31 March 2021, Salford CVS held funds as custodian trustee on behalf of 34 voluntary / not for profit organisations based in Salford (2020 - 38 organisations). Details are given in the Trustees report.

Included in deferred income are grants totalling £131,250 relating to the 2021/22 year which will be fully utilised in the next year.

(In 2019/20 it was £131,250 which was released in the current year).

17. Analysis of net assets between funds

	Tangible fixed assets	Investments	Net current assets	Total
	£	£	£	£
Restricted funds:				
Income funds	-	-	1,741,850	1,741,850
	-	-	1,741,850	1,741,850
Unrestricted funds	22,530	4,001	872,767	899,298
	22,530	4,001	2,614,617	2,641,148
	=====	=====	=====	=====

18. Restricted funds

	Balance brought forward	- Movement in Year -		Transfers between funds received/ (paid)	Balance carried forward
	£	Incoming	Outgoing	£	£
Income funds					
Big Lottery – Big Local Trust (Little Hulton Big Local)	13,613	158,189	(153,812)	(5,990)	12,000
Big Lottery	-	82,708	(83,283)	575	-
Food Fund	-	101,950	(212,623)	160,000	49,327
Forever Manchester – Recovery Support Programme	-	19,970	(20,456)	486	-
GM Mental Health NHS Foundation Trust - Achieve Bolton, Salford, Trafford Recovery Fund	52,261	205,418	(50,037)	(19,500)	188,142
Greater Sport – Young Women & Physical Activity (LDP)	58,570	74,792	(87,296)		46,066

Greater Sport – Active Ageing	2,561	-	(2,561)	-	-
Greater Sport – Tackling Inequalities Fund	-	28,000	(27,950)	(50)	-
NHS Bolton CCG – ‘Wellbeing Matters’ additional investment (Elemental)	13,900	-	-	-	13,900
NHS England – Cancer Champions	24,700	-	(4,800)	-	19,900
NHS England – GM Cancer Screening Engagement programme (Answer Cancer)	91,903	525,000	(469,606)	(10,000)	137,297
NHS Oldham CCG – Make Smoking History (GMHSCP)	35,000	25,000	(28,800)	(3,750)	27,450
NHS Salford CCG – Big Reset Conversation	-	40,000	(31,406)	-	8,594
NHS Salford CCG – Additional Covid Recovery Grant	-	150,000	(24,100)	(80,000)	45,900
NHS Salford CCG – Dementia App	9,720	-	-	-	9,720
NHS Salford CCG – Emotional Wellbeing and Mental Health grants	742,051	393,000	(711,788)	(230,000)	193,263
NHS Salford CCG – Third Sector Fund grants programme	227,914	1,329,938	(1,383,032)	144,219	319,039
NHS Salford CCG – VCSE Voices Matter (Salford Together)	40,703	80,223	(85,631)	-	35,295
NHS Salford CCG – Volunteer Wellbeing Champions (Salford Together – Community Assets)	97,078	195,000	(222,734)	-	69,344
NHS Salford CCG – Wellbeing Matters programme	203,679	483,235	(545,586)	(4,000)	137,328
Salford City Council – Children, young people and families	-	31,706	(31,706)	-	-
Salford City Council - Community Champions	-	151,000	-	-	151,000

Salford City Council – Community Response Fund	-	250,000	-	-	250,000
Salford City Council – Hate Crime grants	44	6,490	(5,800)	(590)	144
Salford City Council – Health & Social Care	-	39,810	(39,810)	-	-
Salford City Council – Healthy Holidays Fund	-	10,000	-	(9,275)	725
Salford City Council – Infrastructure, Training & Development	-	80,737	(80,737)	-	-
Salford City Council – Strategic Development	-	85,000	(85,000)	-	-
Salford City Council – Short Break Care grants	3,442	60,449	(50,628)	(5,063)	8,200
Salford City Council – Volunteer Centre	-	28,315	(28,315)	-	-
Salford City Council – Volunteer Strategy	6,282	-	(6,282)	-	-
Salford City Council – Youth Justice	987	37,603	(35,898)	-	2,692
Salford Community Leisure – Little Hulton Big Local	3,000	5,094	(8,094)	-	-
Salford 4 Good – Covid-19 Emergency Response Fund	101,861	48,091	(35,008)	(114,944)	-
Salford 4 Good (fundraising income)	891	367	(886)	50	422
Salford Royal Hospitals Foundation Trust – Tackling Social Inclusion	4,989	-	-	(4,989)	-
Social Enterprise UK – Buy Social Extension project	9,000	10,000	(17,898)	-	1,102
Royal Horticultural Society – Grow Well match funding	-	15,000	-	-	15,000
Volunteers’ Expenses Fund	1,374	-	(1,374)	-	-
Total restricted funds	1,745,523	4,752,085	(4,572,937)	(182,821)	1,741,850

Transfers

Where the transfer is an expense to unrestricted funds it represents a recharge of central costs as allowed for under the funding agreement. Where the transfer is received from unrestricted funds it is to cover a shortfall on restricted funding.

Details of restricted funds		
Area of work	Funder	Description of the work
Recovery Support	Big Lottery	To support the delivery of Covid emergency support.
Little Hulton Big Local	Big Lottery - Big Local Trust	Salford CVS is acting as the Local Trusted Organisation (LTO) for Little Hulton Big Local (LHBL), providing financial management, coordination and project management support to ensure the effective implementation of the Big Local Plan objectives. This includes employing LHBL's three paid staff.
Recovery Support Programme	Forever Manchester	Support humanitarian aid where needed and manage specific referrals via the Spirit of Salford Helpline through our neighbourhood teams, providing practical ongoing support to Salford residents which includes food parcels, welfare, signposting and dog walking. We are working strategically to ensure support for critical VCSE sector groups such as the Salford Food Share Network as well as individual groups and organisations who are seeking to reopen safely.
Achieve Bolton, Salford and Trafford Recovery Fund	Greater Manchester Mental Health NHS Foundation Trust	Grants and Investments scheme to support people in recovery from drug and alcohol use. Salford CVS operate this scheme on behalf of 10GM, across the local authority areas of Bolton, Salford and Trafford.
Active Ageing	Greater Sport – via Inspiring Communities Together	Salford CVS administers this small investments money on behalf of local charity Inspiring Communities Together as part of their Active Ageing project.

Local Delivery pilot – physical activity	Greater Sport	Salford CVS is working in partnership with Salford City Council and Salford Community Leisure to deliver the Salford local pilot work around physical activity on behalf of GM Moving and Sport England. Our focus is on improving levels of physical activity amongst girls and young women in Salford via providing development support and small grants to local VCSE groups.
Tackling Inequalities Fund	Greater Sport	To support Salford residents who experience particular inequalities to participate in physical activity.
'Wellbeing Matters' additional data management support	Bolton CCG (GM Health & Social Care Partnership)	Contribution to the Elemental Data Management System, supporting the Wellbeing Matters programme to link directly to general practice. This money is reserved for adapting Elemental to bring practices that use the 'Vision' CRM on stream.
GM Cancer Champions	NHS England	<p>Cancer Champions is a movement bringing local people and organisations together to help prevent cancer across Greater Manchester.</p> <p>Voluntary Sector North West (VSNW) are the lead delivery partner for this work. Salford CVS' role is to manage the investment as instructed by VSNW.</p>
Answer Cancer: Greater Manchester Cancer Screening Engagement Programme	NHS England (GM Health & Social Care Partnership)	Answer Cancer is a Voluntary, Community & Social Enterprise (VCSE) sector-led response to cancer in Greater Manchester. This initiative is a partnership of four VCSE organisations: Salford CVS (accountable body) - on behalf of 10GM - VSNW, BHA for Equality, and Unique Improvements Using grants, investments, engagement and training with identified communities, Answer Cancer aims to increase cancer screening rates in GM, especially within communities where take-up is currently low.

Make Smoking History	NHS Oldham CCG (GMHSCP)	A programme of work to recruit 'History Makers' to support making smoking history across GM. History Makers are, in essence, community champions who want to help reduce smoking in their communities. The programme also involves encouraging smoke-free places and events across Greater Manchester.
Big Reset Conversation	NHS Salford CCG	Salford CVS are holding the engagement budget on behalf of the CCG. We identified communities that the CCG wanted to engage with and made small investments into a number of community organisations to reach into specific communities of geography and identity.
'The Salford Way' Dementia App	NHS Salford CCG	To continue to develop an application for mobile (smart) phones to enable people experiencing the onset of or living with dementia, their carers', family and friends to access an easy to use smartphone app where they can find out about local Salford services that are dementia friendly (e.g. shops, taxi firms, dentists, chiropodists, hairdressers, etc.) at the touch of a button.
Additional Recovery Fund	NHS Salford CCG	Additional funds secured to support the VCSE sector to aid with Covid recovery.
Emotional Wellbeing and Mental Health grants	NHS Salford CCG	This grants scheme is designed to fund a range of projects aimed at improving and sustaining the mental health of Salford residents and helping to achieve the targets set out in the 5 Year Forward View for Mental Health and the city's new Living Well mental health approach.
Third Sector Fund grants programme	NHS Salford CCG	Salford CVS continue to design, manage and administer this grants fund on behalf of NHS Salford CCG. The aim of the fund is to invest in VCSE organisations and primary schools in Salford in order to help improve the health and wellbeing of Salford residents.

VCSE Voices Matter	NHS Salford CCG (Salford Together)	This work focuses on delivering the Memorandum of Understanding between the partners of Salford Together (integrated health and care) and Salford CVS and the wider VCSE sector. Key elements include sector voice and representation at key partnership board and forums across the city and within the 5 health neighbourhoods.
Volunteer Wellbeing Champions programme	NHS Salford CCG (Salford Together)	The Volunteer Wellbeing Champions programme is delivered by Salford CVS as part of the Community Assets workstream of Salford Together, led by local charity Inspiring Communities Together.
'Wellbeing Matters' PCCA programme	NHS Salford CCG (GM H&SCP Transformation Funding)	This VCSE-led programme of work commenced in April 2018 and is funded by GMHSCP until June 2020. The programme takes Person and Community-Centred Approaches (PCCA) to health and wellbeing, helping transform how we deliver population health benefits in Salford. Salford CVS are the accountable body and lead partner for the Wellbeing Matters programme, which incorporates interdependent workstreams around social prescribing, volunteering, capacity-building the VCSE ecosystem and social value. The programme is delivered in partnership with Salford Third Sector Consortium.
Community Champions	Salford City Council	Community Champions funding will enable scaling up of outreach and engagement with the following population groups that have been identified in the Public Health demographic data as being at an increased risk from COVID.
Community Response Fund	Salford City Council	Grants programme and costs to support emergency response.

Children, Young People and Families (CYPF)	Salford City Council	Funded by Salford City Council, this CYPF work brings together VCSE organisations working with children, young people and families in Salford. It provides broad-ranging representation of the interests and views of the VCSE sector to relevant strategic partnerships. Also includes child safeguarding.
Hate Crime grants	Salford City Council	Salford CVS administer these grants on behalf of Salford City Council as part of Greater Manchester's work to tackle hate crime across the city-region. The aim of the fund is to support Salford VCSE activities during Hate Crime week.
Healthy Holidays Fund	Salford City Council	Grants to support activities during Easter School Holidays.
Health & Social Care	Salford City Council	Funded jointly by Salford City Council and NHS Salford CCG to enable CVS to undertake development work in support of key health and social care issues, including carers support, obesity, mental health, dementia and personalisation. Also includes adult safeguarding.
Infrastructure, Training and Development (incl. 1-2-1 and group support)	Salford City Council	Funded by Salford City Council to enable Salford CVS to help develop and improve the VCSE sector in Salford by providing training sessions; information, advice and guidance; and 1-2-1 group support. This includes topic areas such as legal structures, business planning, governance, fundraising, funding bids, access to digital, social investment, tendering, social value and demonstrating impact, equalities, comms, engagement and marketing, co-production, and much more.
Strategic Development	Salford City Council	Funded by Salford City Council to support the VCSE sector to be engaged and involved in all aspects of strategic city partnership work, ensuring they understand, actively contribute to and influence key partnership areas of work. Includes organising and facilitating

		<p>sector representation on all key partnership boards in the city.</p> <p>Also supporting and enabling the VCSE sector to operate effectively within the Salford social, economic and political environment. Involves operating a robust programme for voice and influence, including organising various themed Vocal Forums and strategic workshops on a regular basis and an annual VCSE conference.</p> <p>Strategic comms is also a key area of work, including ensuring Salford's VCSE sector are informed and engaged in relevant developments at city-region and national levels.</p>
Short Break Care grants	Salford City Council	Salford CVS administer these grants on behalf of Salford City Council. The aim is to promote innovation and development in the provision of group-based short break care for children with disabilities in Salford.
Salford Volunteer Centre	Salford City Council	<p>Part-funded by Salford City Council to support volunteering development, good practice and brokerage services in Salford – by the city's only accredited Volunteer Centre. This includes supporting the delivery of the Salford Volunteering Strategy, operating a bespoke volunteering portal for the city and organising the prestigious annual Heart of Salford volunteering awards.</p> <p>Also funded by Salford CVS reserves and income generation activities.</p>
Volunteer Strategy	Salford City Council	A resource to deliver priority actions from the Salford Strategy Delivery Plan.
Youth Justice	Salford City Council	To provide a dedicated Community Connector to support the work of the Salford Youth Justice service.
Little Hulton Big Local – youth provision	Salford Community Leisure	Contribution to the cost of Youth Development Work in Little Hulton.

Salford4Good	Income Generation (fundraising)	Salford 4 Good is a partnership between 5 Salford community based organisations who have combined their expertise to make it easier for individuals and businesses to give time, skills, money and resources to local good causes. Salford CVS is the accountable body.
Salford4Good Covid-19 Emergency appeal		Grant income from NHS Salford CCG, Salford City Council and appeal funds to support the VCSE sector's emergency response to Covid-19 in Salford.
RHS for Grow Well Fund	Royal Horticultural Society	Contribution to the Grow Well grants fund, providing match to the Third Sector Fund grants programme.
Tackling Social Inclusion	Salford Royal Hospitals Foundation Trust	To deliver a pilot project in Irlam / Eccles neighbourhoods to promote social inclusion and tackle health inequalities.
Buy Social Extension Project	Social Enterprise UK	Buy Social development work.
Volunteers' Expenses Fund		Restricted investment income from the Pennington Bequest to enable volunteering in the city of Salford.
Donations and grants for Food Response	<p>Donations from GMCA, Talk Talk and AJ Bell.</p> <p>Grants from City of Salford and GMCA</p> <p>Transfers in from TSF, CCG Covid Grant and S4G Emergency Response Appeal</p>	This is a grants fund to support the VCSE sector's efforts to respond to food-related needs during the pandemic.

19. Unrestricted funds

	Balance brought forward	- Movement in Year -		Transfers between funds			Balance carried forward
		In	Out	Restricted funds	Utilised or released in year	Provided in year	
	£	£	£	£	£	£	£
General reserve	327,590	121,118	(113,989)	-	-	88,432	423,151
Designated							
Redundancy reserve	161,000	-	-	-	-	29,146	190,146
Emergency Response activities	15,250	-	(10,044)	-	-	9,794	15,000
Volunteer Centre Salford	8,365	-	(5,741)	-	-	21,469	24,093
Research & Development	20,000	-	-	-	-	-	20,000
State of the VCSE Sector Report	5,000	50,000	(37,794)	-	-	-	17,206
IT Improvements	14,328	-	(2,544)	-	-	-	11,784
Internal Building Improvements	19,598	-	(480)	-	-	-	19,118
Office Furniture and Equipment	10,206	-	(514)	-	-	-	9,692
VCSE Campaigns and Alliances	20,000	-	(3,980)	-	-	3,980	20,000
Compliance	22,240	-	-	-	-	-	22,240
10GM Joint Venture	25,000	-	(25,000)	-	-	25,000	25,000
Hub Refurbishment	8,000	-	-	-	-	-	8,000
Digital Developments	25,000	-	(2,607)	-	-	-	22,393
Covid-19 Adaptations	20,000	-	(4,325)	-	-	-	15,675
Equalities Training	12,000	-	(1,200)	-	-	-	10,800
Staffing Contingency	40,000	-	-	-	-	-	40,000
Peel Park Pavilion	-	-	-	-	-	5,000	5,000
	753,577	171,118	(208,218)	-	-	182,821	899,298
	=====	=====	=====	=====	=====	=====	=====

Designated funds

The Trustees agreed that provision should be made to earmark part of general funds to specific projects or reserves.

Redundancy Reserve – to provide for the cost of redundancy should the organisation have to close in the year.

Emergency Response activities – to provide for the cost of providing emergency response support, including recruitment and management of volunteers, cost of activities and equipment, etc.

Volunteer Centre Salford – to support the unfunded delivery of services in the Volunteer Centre.

Research and Development – to support costs of internal capacity building and independent research and development as required by the organisation.

State of the VCSE Sector Report – to provide for the cost of the 2020/21 Salford State of the VCSE Sector research work and for printing of reports.

IT Improvements – to provide for the cost of replacing / updating Salford CVS' IT infrastructure.

Internal Building Improvements – to provide for the cost of replacing fixtures and fittings and providing enhanced welfare facilities to staff.

Office Furniture and Equipment – to provide for the cost of replacing / updating office furniture and equipment.

VSCE Campaigns and Alliances – to support campaigning and frontline activity in Salford – e.g. our work as part of the Living Wage City action group.

Compliance – to provide for the cost of additional resources required to maintain compliance with GDPR, Health & Safety and HR.

10GM Joint Venture – to provide for the cost of Salford CVS's contribution to the start-up and initial development of this new venture, including a contribution to forming a new limited company and staffing costs.

Hub Refurbishment – to provide for the cost of refurbishing the Hub offices that Salford CVS manage.

Digital Developments – to provide for the cost of developing and implementing digital enhancements, particularly in terms of delivering some of our services online.

Covid-19 Adaptations – to provide for the cost of providing safety equipment / consumables and office alterations so we can ensure our workplaces are 'Covid-secure'

Equalities Training – to provide for the cost of equality training for the whole staff team.

Staffing Contingency – to provide for the cost of covering staff absence.

Peel Park Pavilion – to provide a contribution to the development of Peel Park Pavilion.

20. Contingent liabilities

There were no contingent liabilities of a material amount for which provision has not been made in the accounts.

21. Commitments

Capital commitments

There were no capital commitments at 31 March 2021 (2020 - £Nil).

Operating Lease Commitment

At 31 March 2021 the charity had an operating lease commitment in respect of plant and machinery of £2,895 which expire within 2-5 years. It also had an annual lease for property rental of £9,200 p.a. plus service charge of £4,800.

Pension commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in independently administered funds. The pension cost charge represents contributions payable by the company to the funds and amounted to £65,286 (2020 - £58,049). The amount due to the pension fund at the year-end was £nil (2020 - £nil).

22. Related-party transactions

Salford Community and Voluntary Services provide management and administrative support to Salford Third Sector Consortium on behalf of the Trustees of that organisation.

During the year, Salford Community and Voluntary Services re-charged Salford Third Sector Consortium £8,000 for this 'hub support'. This amount was included within voluntary income under unrestricted grants / contracts.

Yellow Jigsaw provided supplies to the Charity totalling £3,728, a Director of Yellow Jigsaw is a Trustee of the Charity.

Langworthy Cornerstone received grants from the Charity totalling £1,544, the Chief Executive of Langworthy Cornerstone is a Trustee of the Charity.

Gaddum received a grant from the Charity totalling £4,981, an employee of Gaddum is a Trustee of the Charity.

Greater Manchester Youth Network received a grant from the Charity totalling £4,995, an employee of Greater Manchester Youth Network is a Trustee of the Charity.

All the above transactions took place on an arms-length basis.

Our quality marks



Campaigns we support



We are members of



Thank you to our funders



Thank you to our staff, trustees and volunteers

Staff (at 31/03/21)

Hannah Barton
Matt Bell
Claire Benson
Sharon Boswell
Gill Bruder
Jenny Capper
Michael Carroll
Ashley Chapman
Vicky Cusick
Klaudia Czarnecka
Deb Drinkwater
Jeremy Engineer
Oscar Evans
Jade Gregory-Haselden
Samantha Hill
Anna Horton
Helen Johnson
Alison Jones
Rachel Jones
Grace Kennedy
Cathrine Lee
Anne-Marie Marshall
Sylvia McDowell
Beatty Osborne
Susan Owen
Alison Page
Bruce Poole
Sam Pratt
Claire Roberts
Becky Roberts
Kirsten Robinson
Simon Robinson
Lesmond Taylor
Michelle Warburton
David Wildman
Jane Williams

Marie Wilson
Lydia Wright

Trustees

Chris Fox (Chair)
John Phillips (Treasurer)
Janice Lowndes
Ray Mashiter
Grace Dyke
Dr Kevin Kane
Dr Jennifer Rouse
Barbara Bentham
Adam Webster
Ben Whalley
Yen Siang Tan

Council Representatives

Non-voting ambassadors

Cllr Laura Edwards
Cllr Sophia Linden
Cllr Sharmina August

Volunteers

Greg McHugh
Peter Shepherd
Everyone who is part of the Volunteer
Wellbeing Champions team
All of the Emergency Response
volunteers



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