

Manchester City Council
and the Voluntary Sector
Working Together:
A Compact for Manchester

compact

Working Together: A Compact for Manchester

edition
March 2010

Manchester City Council and our voluntary and community sector partners welcome the renewal of Working Together: A Compact for Manchester which now includes the Codes of Practice in: Funding, Consultation, Volunteering, Inclusion. The Compact demonstrates a real commitment to working in partnership and provides a firm framework for effective working relationships between the Council and voluntary and community sectors in the City.

The Compact has been endorsed by the Manchester Partnership and now forms part of the agenda of the Manchester Community Engagement Board. This group includes representatives from the Council and the voluntary and community sectors working alongside each other to ensure that through partnership work we can continue to deliver improved services to the people of Manchester.

This booklet is a welcome point of reference for everyone working in the various partnerships that exist between the City Council and the voluntary and community sectors in Manchester. We hope that members of your organisation will take the time to read the document and work with us in continuing to keep the standards high for services provided to Manchester residents.

Working Together

Manchester City Council and the city's voluntary and community sectors have a long-standing and successful working relationship. Partnerships we have established in recent years have helped us to improve the way we plan and deliver our services to Manchester residents, and informal associations with a wide variety of groups and organisations have proved equally valuable and productive.

The Manchester Compact will underline the positive relationship between the city council and the broad range of independent voluntary and community organisations active in the city, and set out the way we intend to build upon the mutual trust and cooperation that already exists.

It will be closely linked to other local and national government initiatives that involve the voluntary and community sectors and influence important city council programmes like the Local Strategic Partnership, the Community Strategy and our bid to deliver Best Value services. More than just a document, the Compact will become an active and effective joint working process.

This Compact, developed by the city council and voluntary organisations, marks the first stage in this process and lays the foundation for the important work that is to follow.

Our priorities are to:

- Develop the Compact in a way that more actively includes community groups
- Extend the Compact to the other statutory organisations via the Local Strategic Partnership, which encourages joint working between the different private and public sector organisations and agencies working in Manchester

The Manchester Partnership Working Group will oversee the way the Compact is put into practice, agree a means of resolving any conflict that may arise, and review the success of the Compact on an annual basis.

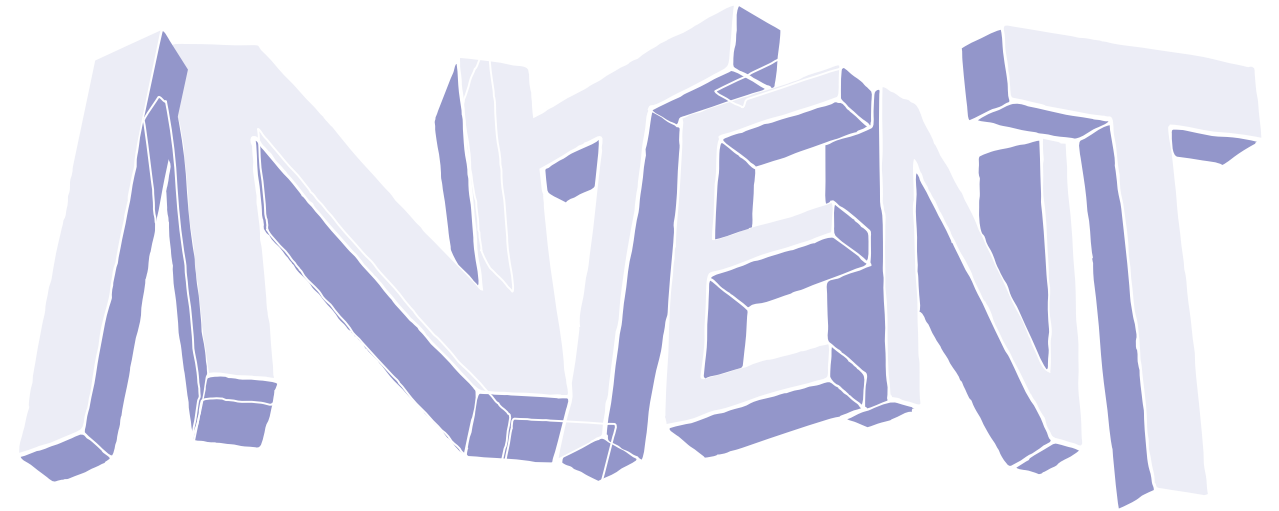
The word 'STRENGTH' is rendered in a large, bold, 3D font. The letters are a bright yellow color and have a slight shadow beneath them, giving them a three-dimensional appearance. The font is a sans-serif style with thick strokes.

About the Compact

A basic outline for the Manchester Compact was developed during a series of consultation events held across the City in 2001, and the first draft drawn up during six open workshop sessions that followed.

The Compact is an agreed framework within which statutory, voluntary and community organisations may work together. Although neither legally nor contractually binding, it will take authority from the fact that it has widespread support and endorsement from the sectors involved.

The Manchester Compact is intended to apply to all partnerships between the sectors, whether formal, casual, voluntary or contractual. The guidelines it sets for good working practice will assist voluntary and community groups in their dealings with the statutory sector and in turn benefit the way public sector agencies relate to and communicate with the voluntary and community sectors.



A Shared Vision

We believe that a Compact between the voluntary and community sectors and statutory agencies active in Manchester will lead to:

- All parties working toward the same, shared objectives
- More effective relationships between the city council and Manchester's voluntary and community sectors
- Open and accessible ways of working at all levels that encourages the involvement of voluntary and community groups across the board
- Real opportunities for a broad range of voluntary and community groups to enter into joint working practices
- Clearer lines of communication between and within the different sectors
- Recognition that all parties have an equally valuable role to play in improving the lives of Manchester residents
- Commitment to inclusive working practices
- Mutual understanding of the structures, working practices and priorities that apply to different organisations and agencies
- A source of help with any problems that arise in working relationships



Shared Principles

PARTNERSHIP

The Compact recognises a series of shared principles:

- We are all working together for the benefit of Manchester residents
- The opportunity to follow a set of agreed guidelines will help to make the work of statutory and voluntary agencies and community groups more effective
- Voluntary action is a response to community need and lies at the heart of a healthy society
- Voluntary and community groups make a valuable contribution to the social, economic and environmental well being of our city
- Manchester City Council has a duty to balance policy, service, and budgetary priorities in a way that meets the needs of all Manchester residents
- The voluntary and community sectors and statutory agencies play different yet complementary roles in planning and delivering services to the people of Manchester
- Manchester's cultural diversity is something to respect and celebrate
- Voluntary and community groups have the right to campaign within the law on behalf of the communities they represent
- Voluntary and community groups are entitled to represent their clients' rights in a lawful way without fear of being penalised for their activities
- Together we must tackle the problem of social exclusion and allow all groups and individuals to have a say in the decisions that affect their lives
- All our activities must be carried out with accountability, honesty, integrity, openness, and mutual respect
- We will invest time and energy in putting the Compact into practice and reviewing its success on an annual basis

Our Joint Promise

Manchester City Council has adopted a set of corporate values. The voluntary and community sectors will join the city council in their use as a basis for our individual and joint work with and for the people of Manchester.

- Manchester is an exciting, diverse city of national and international significance, where people choose to live, work and play and in which companies want to invest; a city where everyone has equal access to opportunity, employment and prosperity
- Manchester City Council is a public service organisation that recognises public service is a vocation, with the core purpose of improving the quality of life of our citizens by working with them to promote and support sustainable communities
- We take pride in our city and the contribution we make to its success. We are committed to continuously improving the quality of life in Manchester

- We recognise that a successful city relies on the success of its neighbourhoods and communities. We want to meet the aspirations of all Manchester citizens by empowering communities and embracing their diverse identities
- People are at the centre of what we do. We will achieve an excellent standard of customer service by acting with speed, efficiency and respect
- We value the contribution of residents, employees and partners. We will communicate clearly and openly about our decisions and actions and the reasons for them
- We value our employees and we will support and encourage their development in working hard to deliver better services

The city council is democratically accountable to the people of Manchester, legally responsible for delivering a range of services to the city, and subject to external monitoring. Meanwhile, the city's wealth of community and voluntary organisations have been formed to respond to specific needs of Manchester residents and are answerable to the people who use and fund their activities and services, which are usually community based.

The city council supports the independence of the voluntary and community sectors and their right to lobby and campaign within the law. These sectors, in turn, recognise the council's role to provide effective services in line with systems established by national and local government.

SUPPORT

Manchester's voluntary and community sectors and Manchester City Council will work in partnership to:

- Promote effective working relationships between the sectors, and encourage good practice and a consistent approach
- Consult each other on significant matters that affect services and the way they are delivered, including budgets, allowing reasonable response times
- Collaborate to make the most efficient use of available resources and avoid duplication
- State the purpose of our actions and keep them clear and relevant
- Be explicit about the needs we want to meet and the methods we intend to use
- Make sure that policies, procedures and practices do not lead to discrimination or other unfair treatment
- Respect the confidentiality of information shared by participants
- Work towards a clear set of standards, evaluate the success of the work we carry out, tackle poor performance and respond promptly and fairly to complaints
- Involve the people who use our services to make sure we are continually improving the way we deliver
- Agree systems for appointing members to governing bodies and committees and make sure they have clear roles and responsibilities
- Have open staff recruitment processes, pay staff fairly and be good employers
- Make clear arrangements for the involvement, training and management of volunteers
- Promote the principles of the Compact across the public, voluntary, and community sectors

Code of practice: Funding

Aims

- To improve communication, understanding and trust between partners on all funding issues
- To clarify the funding relationship between the council and the voluntary and community sectors recognising:
 - the sectors' desire for greater security
 - the council's desire for genuine accountability
 - the users' desire for good quality services

Shared Values

All partners recognise that funding is essential to the voluntary and community sectors to:

- Encourage community-based activity and promote equality and social inclusion
- Identify new needs and find innovative ways of meeting existing needs
- Provide additional services that complement those delivered by the statutory sector

- Meet the City Council's corporate objectives
- Strive for continuous service improvement
- Promote sustainable development by providing sufficient funds for long-term investment
- Ensure that Manchester residents get the best possible value from their council tax investment

Code of practice: Funding

Voluntary and community sector's undertakings:

To recognise the responsibility they owe towards the public and the funding body in return for the funding they receive. With this in mind they will exercise good practice in the use and administration of funds, in a way that is appropriate to the scale of the funding and the operations concerned. This will involve:

- Introducing effective, proportionate systems for the management, control, and audit of finances; ensuring accountability and propriety at all times; and having sufficient insurance cover in place to meet all legal obligations
- Complying with the necessary accounting procedures relevant to the status of the organisation
- Putting systems in place for monitoring and evaluating activities against agreed objectives

- Operating clear and effective employment policies, management arrangements and procedures
- Introducing systems to maintain quality assurance and accountability to service users, including complaints procedures and involvement of users in the development and management of activities and services wherever possible
- Applying equal opportunities policies to employment practice and service provision
- Involving volunteers in service delivery wherever possible
- Giving public acknowledgement to the support received from the City Council, in an approved format

Manchester City Council undertakes to:

Establish and maintain best practice in the way it funds the voluntary and community sectors to ensure that residents receive the best services possible. Its funding framework will:

- Be clear, transparent and accessible
- Clearly state the timescales and deadlines for funding applications and processes
- Take account of the need to engage and inform the voluntary sector
- Respect the independence of the voluntary and community sectors
- Respond to the sectors need for financial stability in order to fulfil their strategic role
- Improve sustainability and longer-term planning

Code of practice: Consultation

Aims

- To ensure that decisions affecting the voluntary and community sectors take into account the views of appropriate voluntary and community groups and that these groups, in turn, consult public sector agencies wherever appropriate
- Consultation documents will be written in plain English, and a contact will be available for further information
- Consultation documents will be available in community languages and in other accessible formats
- Consultation documents will include advice on the stages of the decision-making process that are to follow
- All groups who respond formally to a consultation programme will be advised of the final outcome or decision
- Consultation methods will be reviewed regularly and efforts made to develop new and creative formats
- The responses made to consultation documents will be the result of consideration by the management committees or trustees of voluntary organisations or, in the case of community groups, by members. If any paid workers or individual members make a personal response, this will be clearly stated
- Where appropriate, voluntary organisations will consult their members or service users before responding formally to consultation

Commitments and Undertakings

- The standard timescale for City Council formal consultation will be three months, to enable voluntary and community groups to consider consultation documents, consult their members and users, and prepare their responses as management committees or trustees of voluntary organisations, or members of community groups. If a three-month consultation period is not possible, reasons for the shorter timescale will be explained

Code of practice: Volunteering

Described as ‘an important expression of citizenship and essential to democracy’, volunteering takes many different forms but is essentially about freely committing time and energy for the benefit of society, without expecting any financial reward.

Aims

- To provide a framework of good practice for recruiting and managing volunteers that will benefit both service users and the volunteers themselves
- To promote volunteering as a valued contribution to service delivery and improvement, as an important community activity, and an opportunity for personal development

Shared Values

All partners recognise that people have a right to be active within their communities and value the important contribution that volunteering makes to quality of life in Manchester by:

- Introducing different perspectives, skills, knowledge and experience to public and voluntary sector services and to community activity

- Promoting inclusion
- Providing opportunities for training and experience, and helping to equip individuals for employment
- Adding significant value to public and voluntary sector services
- Involving the private sector in voluntary and community activity

Code of practice: Volunteering

Fundamental Principles

Volunteering must be a free choice on the part of the people involved and not involve any coercion. Freedom includes the right to choose not to become involved

Volunteering must be open to all, and diversity must be welcomed

Although volunteers are unpaid they should benefit from their experience in other, non-financial ways

Clear recognition should be given to the contribution made by volunteers

All organisations and agencies that involve volunteers undertake to:

Recognise their responsibilities towards both service users and volunteers. All work with volunteers should involve good practice and high standards, regardless of the scale of their services and activities, which means:

- Understanding the motivation and expectations of individuals at the recruitment stage so that both parties can assess their suitability for the role
- Ensuring that all volunteers have a clear understanding - and a written statement where appropriate - of their own roles and tasks within the organisation and of the organisation's expectations of them
- Regularly reviewing the roles and responsibilities of volunteers
- Operating clear, sound policies to ensure that volunteers do not replace paid staff
- Making every effort to understand the barriers that prevent people from volunteering and finding ways to overcome them

Code of practice: Volunteering

- Developing inclusive policies for management, supervision, support, mentoring, training and development roles which recognise the unique contribution volunteers can make
- Developing inclusive policies on health and safety, insurance cover, complaints, grievances, and harassment issues
- Developing policies that include volunteers in consultation and decision making processes
- Being genuinely inclusive in terms of policy, planning, and service delivery
- Dealing efficiently with the reimbursement of volunteer expenses
- Formally accrediting voluntary work, wherever possible
- Protecting the interests of the organisation and the safety of service users via stringent procedures for checking references and, where appropriate, criminal records
- Sharing experience of volunteering issues and examples of good practice with other agencies

Manchester City Council undertakes to:

- Ensure that all its funding and partnership agreements recognise the contribution made by volunteering
- Along with other public sector organisations, recognise the need for infrastructure support for volunteering and to keep volunteering policies under regular review

Code of practice: Inclusion

Aims

To provide Compact partners with good practice guidelines for:

- Ensuring their efforts deliver the maximum benefit to people who suffer the greatest social and economic exclusion
- Ensuring that policies and practices encourage the active involvement of these people
- Working in partnership to achieve equality of opportunity sharing examples of good practice and celebrating success

Shared Values

All partners recognise that many people and communities can be affected by social and economic exclusion, including black and minority ethnic people; members of faith groups; refugees and asylum seekers; disabled people; lesbians and gay men; women; carers; young and older members of society and people experiencing poverty, social isolation and ill health, including mental illness.

All partners accept the principles of Agenda 2010, which aims to close the gap between the experience of black and ethnic minority communities and the City as a whole in relation to key areas of health, crime, education and employment.

All partners recognise the importance of

- Delivering high quality services to all communities
- Tackling the problems of social and economic exclusion and allowing all groups and individuals to have a say in the decisions that affect their lives
- Respecting and celebrating Manchester's cultural diversity
- Working in a way that is open, accessible, accountable and inclusive

Code of practice: Inclusion

Voluntary and community sector commitments

Voluntary and community sector partners acknowledge the City Council's legal duty to promote the well being of Manchester communities. This includes tackling all forms of inequality and social exclusion across the full range of geographical communities and communities of interest.

Voluntary and community partners agree to:

- Develop and implement policies and practices that celebrate diversity, promote the equality of disadvantaged individuals and groups, enhance social inclusion and challenge discrimination through the activities and services provided

- Work openly and co-operatively with the city council to develop their services, so that they complement those delivered by the council and form part of a whole package of quality services that exist to improve quality of life in Manchester

- Implement policies that promote equality in employment practices and involvement of volunteers, helping to secure employment and volunteering opportunities for local people.

- Ensure the inclusivity of their organisation by providing development opportunities for staff, volunteers and management committees

- Work openly and co-operatively with other voluntary and community sector partners, respecting cultural and other differences

- When participating in consultation activity, advise the City Council of groups that should be involved; share their proposals with other interested parties and ensure that their response is a fair representation of the views of the organisation as a whole

- Make sure that their services and premises are accessible and work with the city council to improve that accessibility

- Monitor how successful their services are in meeting the needs of socially excluded communities

Code of practice: Inclusion

City Council Commitments

Manchester City Council recognises the key role the voluntary and community sectors play in a democratic and inclusive society and values its vibrant and vital contribution to our culturally diverse city, particularly in terms of:

- Delivering a diverse range of services
- Building and promoting stronger communities
- Reaching out to under-represented and socially excluded communities
- Empowering communities to participate in decisions that affect their lives

The Council undertakes to:

- Develop and implement policies that promote equality, improve social inclusion and challenge discrimination throughout its services, activities and employment practices

- Continue its work to achieve higher levels of the Equality Standard for Local Government and to share its knowledge with the voluntary and community sectors
- Involve the voluntary and community sector more fully in identifying community needs and carrying out strategies that meet shared policy objectives
- Use funding and practical assistance to build the capacity of voluntary and community organisations to improve social inclusion, reduce poverty, celebrate diversity and promote equality among all disadvantaged individuals and groups

- Use plain language when communicating with voluntary and community sector partners and produce publicity material, application forms and other documents in accessible formats

- Consult voluntary and community sector partners on ways of making it as easy as possible for all community organisations, including small, informal groups, to become effectively involved in the decisions that affect them.
- Provide guidance to voluntary and community groups on the accessibility of their services and buildings

Manchester Compact Conciliation Process

Introduction

The Manchester Compact provides a positive framework for partnership working between the council and the city's voluntary and community sectors that is based on shared values and builds on the good relationships that already exist.

It aims to promote good practice in the way we work together for the benefit of Manchester residents and communities, and combines codes of practice on Inclusion, Consultation, Funding and Volunteering, which set out the principles we are working towards and the standards we hope to achieve.

We want to resolve any problems or disagreements that may arise both quickly and fairly, and for this reason the Joint Compact Group has agreed a conciliation process that supports the principles of the Compact and aims to help statutory agencies and

voluntary and community groups to maintain a good working relationship. Although it is not a formal arbitration service and does not have legal status, all agencies and groups who sign the Compact are expected to accept its recommendations.

When to use conciliation

The conciliation process is for disputes that occur when partners fail to comply with the Compact's principles or code of practice. It is not intended to deal with general complaints about individual voluntary or community groups or about the city council.

The conciliation process does not cover disputes relating to formal contracts for service delivery. These are legally based agreements and their terms already cover the action to be taken in the event of complaints or breach of contract.

Funding and partnership agreements are less formal than legal contracts but still include processes for dealing with disputes. Wherever possible, problems should be resolved through discussion, but if this fails the agreement usually provides for the matter to be referred to an impartial arbitrator. If both parties agree, the Compact Conciliation Panel will act as arbitrator.

Manchester Compact Conciliation Process

The Conciliation Panel

The Conciliation Panel will settle by consensus problems or disagreements relating to the Compact codes of practice that the parties involved have been unable to resolve through discussion.

It will be made up of lead City Council Members for Voluntary Issues, a senior council officer and two nominees from the voluntary and community sectors. In the event of deadlock, the problem will be referred to an independent arbitrator chosen by the Community Engagement Strategy Group.

The conciliation process

Requests to use the conciliation process must be made in writing to the Voluntary Sector Policy and Grants Team, who will consider whether or not to proceed. The Conciliation panel will give objective consideration to information from both sides and, if necessary, arrange a meeting with both parties to discuss the problem.

The Conciliation Panel will normally make a decision within six weeks and recommend any action the parties involved should take.

If the process cannot be completed within six weeks an alternative timescale will be agreed. Both parties will be asked to report the final outcome of their problem to assist evaluation of the Compact conciliation process.

Complaints from voluntary organisations must be made by their management committee or trustees and signed by the chair or secretary. Complaints from paid workers or volunteers will not be considered. Complaints from community groups that do not have a formal constitution must be signed by at least three members of the group or else submitted through a third party group or agency acting as advocate.

The partners of the Compact are the City Council and any voluntary or community organisation in Manchester that has a relationship with the Council and agrees with the Compact principals

For information about the voluntary and community sectors in Manchester please contact:

Manchester Community Central

Freepost NAT4553
Manchester
M60 3BR

Telephone: 0333 321 3021 (Calls charged at the same rate as a local call whether from a landline or mobile phone)

E-mail: info@mcrcommunitycentral.org

Website: www.manchestercommunitycentral.org

Manchester Community Central provides information and support to voluntary and community groups in Manchester.

Community Network for Manchester

Greenfish Resource Centre
46 - 50 Oldham Street
Manchester

M4 1LE

Telephone: 0161 234 2916

E-mail: info@cn4m.net

Website: www.cn4m.net

The Community Network for Manchester supports the participation of voluntary and community groups in the Manchester Partnership.

The Manchester Partnership Working Group (Third Sector) is overseeing how the Compact is put into practice.

For more copies of Working Together:

A Compact for Manchester or any further information please contact:

Area Co-ordination and Third Sector Team

Chief Executive's Department

PO Box 532

Manchester M60 2LA

Telephone: 0161 234 3016

E-mail: voluntary.sector.grants@manchester.gov.uk

Website: www.manchester.gov.uk/voluntary/compact

For information on the Manchester Partnership telephone 0161 234 4066 or visit the website

www.manchesterpartnership.org.uk

Different formats of this publication are available on request by contacting the Voluntary Sector Policy and Grants Section. If English is not your first language, and you need a translation, a document reproduced in larger print or on tape please contact us. This document can also be viewed at: www.manchester.gov.uk/voluntary

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Translation Details

Somali

Dokumentigaani waxaa lagu eegi karaa websiteka: www.manchester.gov.uk

Haddii luqadda Ingiriisku aysan ahayn luqaddaada koowaad aadna u baaahan tahay tarjumaanid, dib loogu soo saaro daabacaad balaaran (farta waa weyn) farta indhoholayaasha, ama cajal lagu duubo fadlan la xariir Qaybta Nidaamka iyo Deeqyada telefoonka 0161 234 3016 ama kula xariir e-mail voluntary.sector.grants@manchester.gov.uk

Punjabi

ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੈਬਸਾਇਟ ਤੇ ਦੇਖਿਆ ਜਾ ਸਕਦਾ ਹੈ: www.manchester.gov.uk

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਹ ਪੰਜਾਬੀ, ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਵਿਚ, ਬੋਲ ਤੇ, ਈਮੇਲ ਰਾਹੀਂ ਜਾਂ ਟੇਪ ਤੇ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਵੋਲੰਟਰੀ ਸੈਕਟਰ ਪਾਲਸੀ ਐਂਡ ਗ੍ਰਾਂਟਸ ਸੈਕਸ਼ਨ ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 234 3016 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਈਮੇਲ ਕਰੋ voluntary.sector.grants@manchester.gov.uk

Bangla

এই দলিলটি এছাড়াও পাওয়া যাবে : www.manchester.gov.uk এই ওয়েবসাইটে।

ইংরেজী যদি আপনার মাতৃভাষা না হয় এবং আপনার যদি অনুবাদের প্রয়োজন হয়, যদি বড় অক্ষরে, ব্রেইলে, ইলেকট্রনিক মাধ্যমে অথবা টেপে এই দলিলটি চান, তাহলে যোগাযোগ করুন ডলান্টারি সেক্টর পলিসি এবং গ্রান্ট সেকশনে 0161 234 3016 এই নাম্বারে অথবা ই-মেইলের মাধ্যমে voluntary.sector.grants@manchester.gov.uk

Chinese

這文件亦可在網上查閱，網址是: www.manchester.gov.uk

若英語並非閣下的第一語言而需要翻譯本，這文件可以使用大字印刷、盲人用點字、電子訊息或錄音帶來製成，請聯絡志願政策部門或補助金部門，電話：0161 234 3016 或電郵： voluntary.sector.grants@manchester.gov.uk

Urdu

اس دستاویز کو ویب سائٹ www.manchester.gov.uk پر بھی ملاحظہ کیا جاسکتا ہے۔

اگر گریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے کی ضرورت ہو، بڑے حروف، بڑے، الیکٹرانک یا ٹیپ پر چاہئے تو ڈالانٹری سیکٹر پالیسی اینڈ گرانٹس سیکشن کے ساتھ ٹیلی فون نمبر 0161 234 3016 پر رابطہ کریں یا voluntary.sector.grants@manchester.gov.uk پر ای میل کریں۔

Gujarati

આ દસ્તાવેજ વેબસાઇટ પર પણ જોઈ શકાય છે: www.manchester.gov.uk

ਜੇ ਆਪਨੇ ਅੰਗਰੇਜ਼ੀ ਸਮਝਵਾਲੀ ਨਹੀਂ ਹੋ ਸਕਦੇ ਅਤੇ ਆਪਨੇ ਅਨੁਵਾਦ ਦੀ ਜ਼ਰੂਰਤ ਹੋਵੇ, ਤਾਂ ਆਪਨੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ, ਈਲੈਕਟ੍ਰਾਨਿਕ ਮਾਧਿਅਮਾਂ, ਟੇਪ ਪਰ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਵੋਲੰਟਰੀ ਸੈਕਟਰ ਪਾਲਸੀ ਐਂਡ ਗ੍ਰਾਂਟਸ ਸੈਕਸ਼ਨ ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 234 3016 ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਈਮੇਲ ਕਰੋ voluntary.sector.grants@manchester.gov.uk

Arabic

بإمكان الاطلاع على هذه الوثيقة كذلك على الوابيس ايت: www.manchester.gov.uk

إذا كانت الانجليزية ليست بلغتك الأم وتريد ترجمة أو وثيقة بالحروف الكبيرة أو بالبريل أو عن طريق الايميل أو على شريط، الرجاء الاتصال بدائرة سياسة التطوع والتمنح على الرقم: 0161 234 3016 أو

بإلإيميل voluntary.sector.grants@manchester.gov.uk