



Tameside Live Well
Your everyday support

Live Well Spaces

Quality Mark Framework

This framework will support Community Anchor Organisations to work towards achieving the Live Well Spaces Quality Mark, strengthen their long-term sustainability and further develop Equality, Diversity & Inclusion (EDI) practices across their organisations



**action
together**

Live Well Spaces Quality Mark

What

The Quality Mark brings together the Live Well Spaces Hallmarks and Tameside's Community-led Wellbeing Principles to form a framework and development tool which:

- recognises and celebrates informal, welcoming and inclusive places where people come to connect, belong and get involved
- provides investment to strengthen community-led action and power
- connects Live Well spaces into the wider Live Well eco-system, and increases collaborative working across sectors



Why

Live Well is a Greater Manchester approach to ensuring everyone can access great everyday support in every neighbourhood. It is tackling health, social and economic inequalities by changing how people, communities and public services work together.

The ambition is for Live Well to be built on a connected eco-system of Live Well Centres, Spaces and Offers, and a thriving Voluntary Community Faith Social Enterprise (VCFSE) Sector.

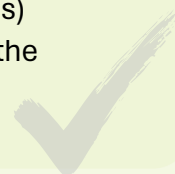
The aim of the fund is to grow and strengthen a network of Live Well Spaces that provide great everyday support in every neighbourhood and help to shape the future direction of Live Well implementation.



Who

This fund is specifically aimed at Community Anchor Organisations:

- Not for Profit; a voluntary, community, faith and social enterprise (VCFSE) group locally rooted within a neighbourhood / town
- Community-led and run
- Based and occupying a community building (and/or green or blue space) that is rooted in a neighbourhood/town.
- Have multiple functions, (offering a broad range of activities, services and opportunities)
- Have unparalleled local knowledge and well establish networks and connections into the community they are based in
- Have a mission to improve the whole of the community, and not just a part of it



Applications open on **Tuesday 29 September 2026**
Applications close on **Monday 9 November 2026**

Live Well Spaces Quality Mark

How it works

Organisations will receive dedicated one-to-one capacity-building support from Action Together, alongside investment to help them achieve and evidence the requirements of the Live Well Spaces Quality Mark.

Groups will self-assess their current position against the seven sections of the Live Well Spaces Quality Mark and, with support from Action Together, develop a tailored action plan.

Success will be measured by the progress organisations make over 12-month programme, including the actions implemented, improvements achieved, and their ability to demonstrate alignment with the Quality Mark standards.

The aim is to strengthen organisations' long-term sustainability, enhance their community impact and support them in becoming recognised Live Well Space.

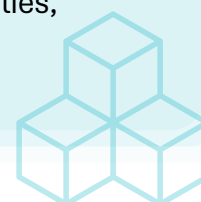


Grant Structure

**All grants will be awarded by
Thursday 31 December 2026**

A grant of £25,000 will be awarded, with funding released in three staged payments linked to progress towards achieving the Live Well Spaces Quality Mark.

This phased approach is designed to support delivery, provide ongoing development opportunities, and recognise key milestones achieved throughout the Quality Mark journey.



Fund allocation

What the fund can be spent on

The costs of funded activity on a full cost recovery basis, including:

- Organisational overheads and running costs
- Staff and volunteer costs
- Management and administration costs
- Equipment and promotional materials
- Training and development
- Transport and travel
- One-off events and activities
- Capital costs that support the delivery of the Quality Mark

What the fund cannot be spent on

- Contingency costs, loans, endowments or interest
- Paying someone to write your bid for you
- Profit making or fundraising activities
- VAT you can reclaim
- Statutory activities
- Expenses that have already been incurred retrospective costs



Principles

1

One life at a time



We work with people one life at a time - on their terms, at their pace, for as long as they need us.

Hallmark

Equity & Accessibility

Some spaces focus on specific groups or communities offering tailored, identity-affirming support alongside the broader Live Well offer.

Personalised approaches are central, with adjustments made to ensure equity, accessibility and respect for diverse needs.

Standards

- 1.1 Understanding of Action Together's Equality, Diversity and Inclusion Statement
- 1.2 An EDI Policy which outlines the responsibilities of the organisation, its leadership, and paid staff and volunteers
- 1.3 A named person within, or acting on behalf of, your group to be responsible for Equality, Diversity & Inclusion
- 1.4 Understanding of Equality Act 2010 (all) and Public Sector Equality Duty (where relevant)
- 1.5 An Equality Impact Assessment the main projects/services (completed with clear action plan, review dates)
- 1.6 An equality statement which outlines expectations for the behaviour of service users, beneficiaries, and/or members and consequences for not meeting these expectations
- 1.7 Agreed shared language to talk about equity, inclusion and marginalised groups
- 1.8 Processes for managing EDI issues which arise from working with members of the public
- 1.9 Where possible, collect demographic data about beneficiaries and use this to ensure service is reaching a diverse range of people*
- 1.10 Where possible, collect data about beneficiaries' experience and use this to ensure quality is consistently high across all demographics*

2

We are trusted



People trust in us, to work alongside them consistently with compassion, and without judgement. We don't give up on people.

Trusted & Visible Physical Spaces rooted in the community

Available through familiar, accessible community spaces that local people already know & trust e.g. community-run centres, cafés, libraries, faith venues or community gardens.

Through the groups, activities & networks that bring people together.

- 2.1 Venues and spaces that are local, visible and known to the community
- 2.2 Warm, welcoming and inviting space
- 2.3 Clear opening times both in the space and available online
- 2.4 Clear signage
- 2.5 Step-free access throughout*
- 2.6 Accessible toilets*
- 2.7 Hearing loop systems*
- 2.8 Good lighting*
- 2.9 Lift access (where required)*
- 2.10 Quiet/private spaces*
- 2.11 Accessible emergency arrangements
- 2.12 Facilities that recognise different cultural and family needs*

The expectation is that organisations will work towards making progress across all seven sections of the Quality Mark.

We recognise that some standards, particularly those relating to buildings or wider system requirements, may not be fully achievable for all organisations at this stage.

These standards have been marked with an asterisk (*) to highlight where flexibility may be required.



Principles	Hallmark	Standards
③ We are open spaces  We are open spaces where everyone can feel connected and feel they belong.	Community Engagement and Participation Live Well Spaces actively grow people's networks and relationships, recognising that connections matter ("it's who you know"). They offer a social experience that builds community and shared belonging.	3.1 Volunteering is actively promoted and celebrated across the organisation, with a range of accessible opportunities available for residents to get involved 3.2 There are clear, accessible and well-publicised ways for residents to get involved in activities, services and volunteering opportunities. Information is easy to find and understand, with up-to-date details on what is available, including dates, times, locations and contact information 3.3 Regular opportunities that bring people together to connect, build relationships e.g coffee morning, soup events 3.4 Barriers to engagement are actively addressed e.g transport, cost, accessibility and adaptations made where feasible 3.5 Individuals are encouraged and supported to use their skills, interests and lived experience to shape and develop new activities, projects and community initiatives
④ We are peers and facilitators  We are peers and facilitators within communities who can spot the signs of what is really going on with others and encourage them to make informed choices.	Live Well Workforce Staff, volunteers and peer supporters have access to ongoing training and development that supports person-centred, trauma-responsive practice, community capacity building, community development and leadership, system navigation, cultural competency, equity and inclusion.	4.1 Staff/volunteers/leaders access general EDI training 4.2 Staff/volunteers/leaders access training about working with specific marginalised groups, cultural competency and trauma informed practices 4.3 Strong examples of inclusive recruitment processes that actively remove barriers to participation and promote diversity at all levels of the organisation 4.4 Processes for staff and volunteers to make suggestions about improvements to ways of working 4.5 Working towards staff and/or volunteers broadly representing community and/or service user demographic*
⑤ We are the trusted voice  We are the trusted voice within communities and the link to everything else, advocating for the most vulnerable and those in crisis.	Collaborative Live Well Spaces offer social and practical support including helping people overcome real or perceived barriers, access information on common issues like housing, money or health, and connect to further support wherever needed.	5.1 Actively engages in opportunities to network, collaborate and contribute to the wider Live Well eco-system, attending neighbourhood forums, partnership meetings, peer learning sessions, training and development opportunities 5.2 Actively seeks to understand and engage with the wider support available across the public, voluntary, community, faith and social enterprise (VCFSE) sectors. Uses strong local knowledge and partnerships to help individuals access holistic support that meets their needs, improving outcomes and reducing barriers to participation. 5.3 Demonstrates a commitment to sharing learning, insight and emerging practice across the Live Well, contributing to collective learning and continuous improvement to resident outcomes

Principles	Hallmark	Standards
6 We offer positivity and hope  We offer positivity and hope - opportunities for people to gain a sense of hope and purpose, and grow their skills, confidence, and resilience	Person centered Welcoming and inclusive. Support is relational and informal, shaped by the needs and strengths of the community. Spaces are fun, creative and hopeful environments that nurture trust, build on people's strengths and talents, and support gradual development.	6.1 Residents can access the space on a drop-in basis, with no appointment required, providing a welcoming and accessible environment where people can take part in activities, access information and support, and connect with others in their community 6.2 Residents are encouraged and supported to develop their skills, confidence and experience through a range of personal and community development opportunities. Includes learning new skills, volunteering, leading activities, participating in decision-making, and taking on leadership roles within their communities 6.3 A culture of strengths-based is embedded across the organisation, recognising and building on the skills, knowledge, experiences and aspirations of residents and communities 6.4 Communication methods (internal and external) are designed, reviewed and adapted to account for different needs 6.5 Residents demonstrate improved health and wellbeing through engagement in the space
7 We are our communities  We grew out of our communities. We grew out of our communities; we are committed to being here for the long term.	Governance Led by local communities, residents and VCFSE groups with deep community roots and lived experience at the heart.	7.1 Organisational Health Check completed with clear action plan 7.2 Demonstrates good governance, with transparent & accountable decision-making processes that actively involve and reflect the voices of local people, service users, volunteers and wider stakeholders 7.3 Working towards leadership broadly represent community and/or service user demographics* 7.4 Staff, volunteers, service users, etc. are included in decisions which impact them 7.5 Actively involves local communities in decision-making through participatory approaches, ensuring that residents, service users and volunteers have meaningful opportunities to shape priorities, influence services and direct resources 7.6 Demonstrates a clear commitment to community-led action, with evidence of ideas, activities or services that have been developed and implemented



Glossary of terms and resources



Equality	being treated in a way which is consistent to all; achieving outcomes which are consistent to all
Equity	being treated in a way which acknowledges structural or institutional barriers or inequalities and seeks to redress these; achieving outcomes which counteract structural or institutional barriers or inequalities
Diversity	the practice or quality of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc
Inclusion	the practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalised, such as disabled people and members of other minority groups
The Equalities Act 2010	The UK's Equalities Act 2010 seeks to protect people from discrimination and ensure that everyone is treated fairly
Green Space	A green space is defined as any vegetated land in an urban area which includes various forms of open space such as parks, gardens and natural environments
Blue Space	A blue space is broadly defined as natural and artificial water environments which can provide health and wellbeing benefits
Greater Manchester Live Well	GM Live Well is Greater Manchester's commitment to ensuring great everyday support is available in every neighbourhood. It represents a shift in how public services work with people and communities. https://www.greatermanchester-ca.gov.uk/what-we-do/live-well/
Live Well Centres, Spaces & Offers Hallmarks	Emerging hallmarks for Centres, Spaces, Offers and Neighbourhoods across Greater Manchester (GM) https://cdn.prod.websitefiles.com/6682c2b63024dc5fac17ec7d/6902327eb2fa68078fca4a20_hallmarks-version-1-compressed%C2%A0(1).pdf



Action Together CIO is the infrastructure organisation for the voluntary, community, faith and social enterprise (VCFSE) sector in Oldham, Rochdale, and Tameside.

We connect people with what's happening in their community, develop community ideas into action, strengthen local organisations, and provide strategic influence for the charity and voluntary sector.



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Tameside
Community
Team



#BelieveItsPossible #StrengthenOthers #BeTrue

www.actiontogether.org.uk