



# MAKING A DIFFERENCE

YOUR SPRING VOLUNTEER AND DONATIONS NEWSLETTER



Pictured left to right: Kristina, Shaheen and Shabana



## Meet the Volunteering Services team

### Shaheen Akhtar

My name is Shaheen Akhtar and I have been working at Horton Housing for over five years. I am delighted to announce that as of 1 January, I have taken up the new role as Horton's Volunteer Services Manager. I am really excited about my new post as I am very passionate about helping people to achieve their goals. I am looking forward to working with you to help you succeed.

### Shabana Shaukat

Hi my name is Shabana and I have been working at Horton Housing for over two years now. I am the Volunteer Administration Officer. I liaise with all volunteers and students to help them set up their placement and make sure that everything is arranged so that they can carry out their duties.

### Kristina Batty

My name is Kristina and I am the Volunteer Services Coordinator. I have been at Horton Housing for over seven years. I started working as a volunteer for Horton Housing for one year before I gained employment at Horton. I look after the Owt for Nowt Shop and manage all of the donations collections and deliveries. I work alongside the Volunteer Services Manager and I am also responsible for recruiting volunteers.



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## Samira wins Volunteer of the Month!



*Nomination courtesy of Hafsa Sheikh, STEP Forward tutor.*

Samira was previously a student on Step Forward but wanted to continue with the project as a volunteer. She has been volunteering for a year now on Step Forward and comes every Tuesday to help the team. She attends regularly and volunteers in the Digital Literacy, ESOL (English for Speakers of Other Languages) and Women-Led classes. She also helps with interpreting, scanning and preparing bus tickets, and all our planned events with STEP Forward.

She was very shy at first but her confidence has grown immensely through being a volunteer. Her English was quite limited at the start of the cohort, but by attending every class and conversing on a daily basis, her language has improved significantly. She communicates really well and helps with interpreting. She has also become more independent and well organised. Samira loves volunteering and enjoys helping people. Her dream job is to become a teaching assistant.

Thank you Samira and keep up the good work!



**I enjoy coming to Horton Housing. I am very happy that I helped a lot of women and my English is good.**

**- Samira**

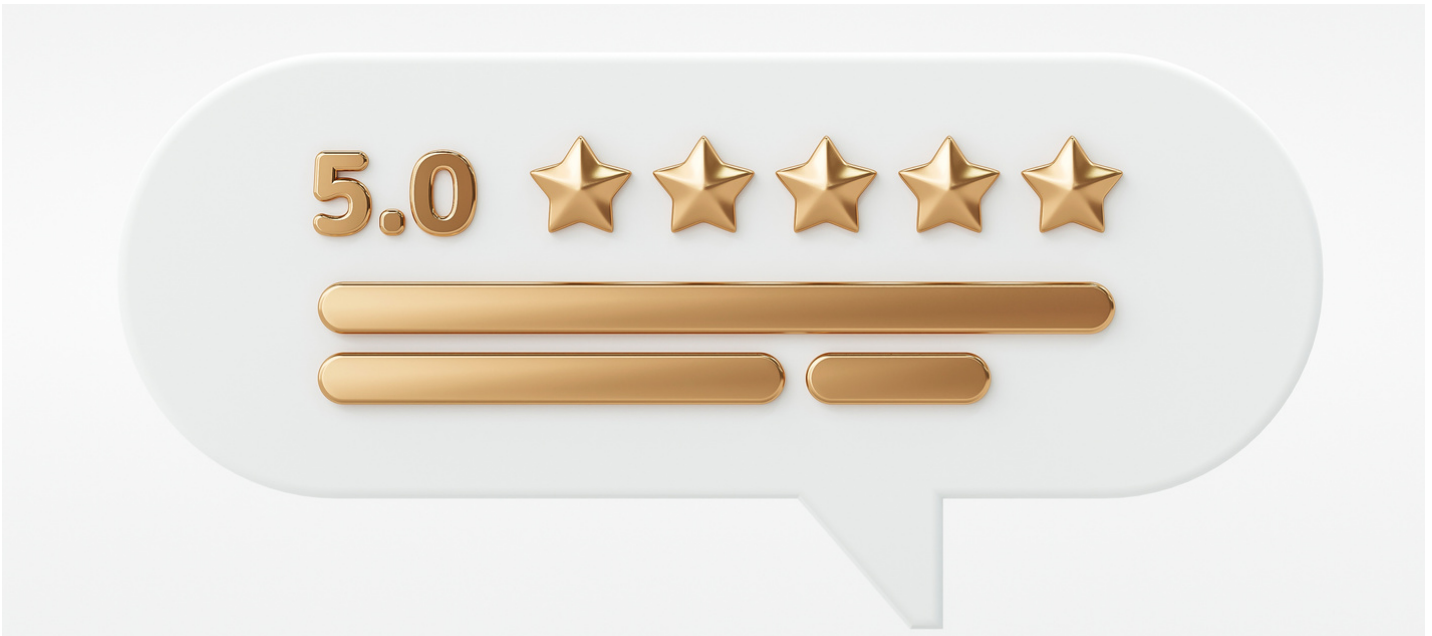


### Praise for Kristina and the Owt for Nowt shop

We were delighted to receive this feedback below from Dennis in Horton's HACS4Men service following his recent visit to the Owt for Nowt shop.

"Mehwish, my support worker, has introduced me to Kristina's charity shop based in Bradford town. I am so pleased to see how beautiful and professional the shop items were displayed. I felt so guilty taking very good quality and clean items and not having to pay.

"Kristina's hard work in checking the shop's goods and providing an excellent service to the poor and needy is commendable and outstanding, which should be recognised on a royalty level. Kristina's service with a smile every day radiates to all her customers and her staff."



### Our numbers since December 2023:

**107**

Owt for Nowt visits

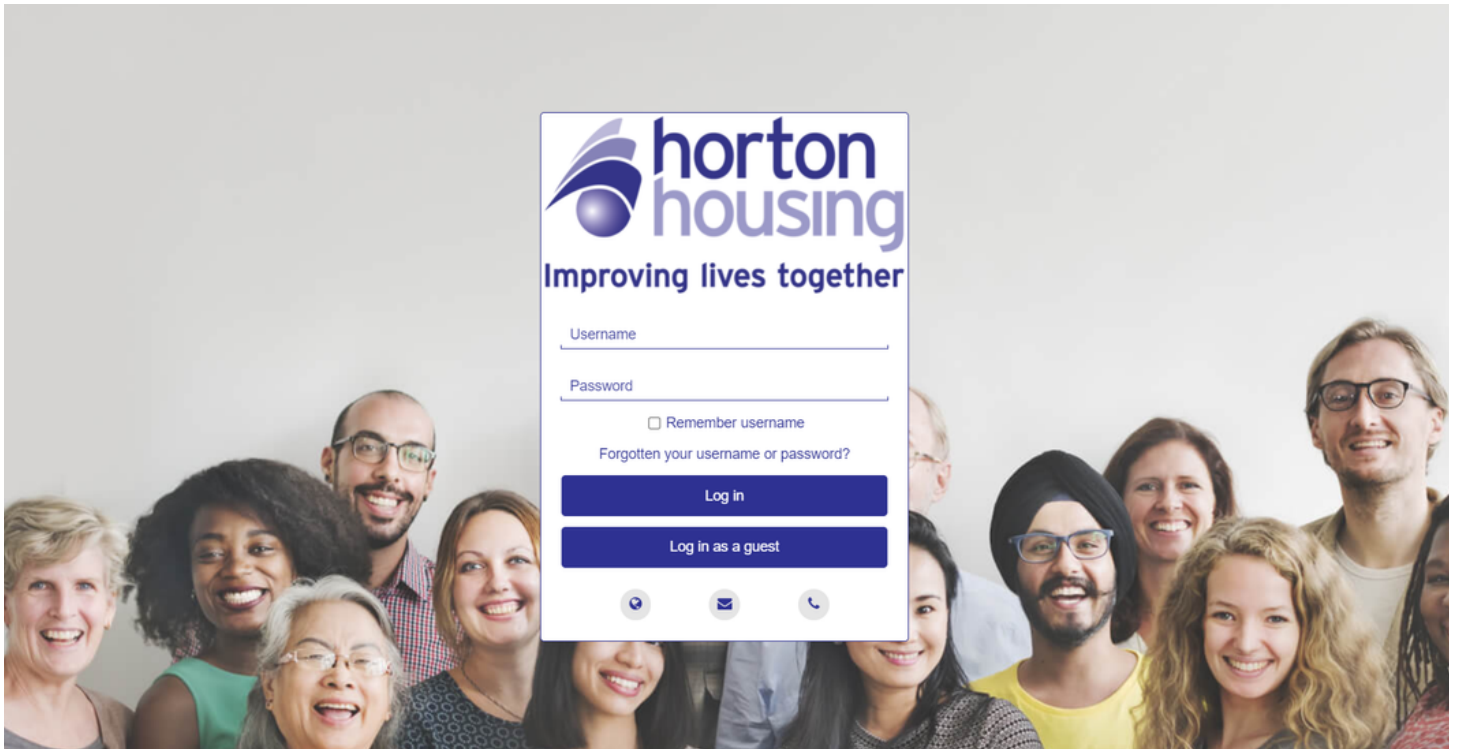
**19**

Different donations received

**106**

Families/ people supported

## Horton Academy Training Courses



It is really important that you complete your core training in your first six months of volunteering with us. The courses can be accessed remotely online. It is our responsibility to ensure that you are able to carry out the roles you have been recruited to do.

If you are looking for something to keep you occupied and you have access to a PC, tablet or smartphone, then please log in and complete the modules listed below. If you have any questions or need help with logging in, then please contact Shaheen on 07525 667874.

Mandatory courses for volunteers are:

- **Professional Boundaries**
- **Health and Safety**
- **GDPR**
- **Data Protection**
- **Basic Personal Safety**
- **Equality and Diversity**

You can log in to Horton Academy at home (if this is your preferred way of completing training) via the link below using your name e.g. josephb and password:

**<https://hortonhousing.learningpool.com/login/index.php>**



Exciting events and opportunities to get involved in!



Visit these websites to find the latest events in your local area:

- Bradford: <https://www.visitbradford.com/whats-on>
- Calderdale: <https://www.visitcalderdale.com/whats-on/>
- Kirklees: <https://communitydirectory.kirklees.gov.uk/communityDirectory/whatsOn.aspx>
- North Yorkshire and across Yorkshire: <https://www.daysoutyorkshire.com/whats-on/yorkshire-calendar-events.html>



We would like to wish a very happy and peaceful Ramadan and upcoming Eid to everyone who is celebrating!

Keep up to date on social media!



If you're not already on social media, why not sign up and follow us to keep up to date with the latest volunteering opportunities, news and events and get to know other Horton volunteers?



Like us on Facebook

Horton Housing Association volunteers: [@hortonvolunteer](#)  
 Horton Housing Association: [@hortonhousingassociation](#)



Follow us on X (formerly known as Twitter)

Horton Housing Association volunteers: [@HHAVol](#)  
 Horton Housing Association: [@HortonHousing](#)



Follow us on Instagram

Horton Housing Association: [@hortonhousing](#)



## **Babakalan**

Babakalan joined the Training Centre team as a volunteer in January.

He was born in Afghanistan and has worked as an accountant in the textile and shoe industries and also as an importer and trader. His jobs took him to both Germany and Switzerland where he lived and studied these languages. He has also practiced as a herbal doctor.

Babakalan moved to the UK in 2021, and attends ESOL (English for Speakers of Other Languages) classes, as does his wife, son and daughter-in-law. As a volunteer, he supports the ESOL tutors in the classroom and helps as an interpreter.

His philosophy is to spend the day laughing, be happy, learn and be a role model.

His favourite saying is: "I am OK in the UK."

He will celebrate his 79th birthday in April, something he is very proud of.





# MEET *our latest* RECRUITS



As a volunteer, I believe in giving back to the community I belong to. I find fulfilment in being a light and creating positive impact.

This opportunity to contribute and give back my time is something I deeply appreciate, and I am thankful for.

- **Deborah,**  
**Communications Team volunteer**





# MEET *our latest* RECRUITS

## Robert

Robert has been at Fairmount for nearly two years and all staff know we can rely on Robert for assistance around the scheme and with any jobs that we need help with.

Robert's journey does not end there... he became interested in working and has always had aspirations to return to full-time work, as he previously worked in a recycling plant and bakery, and really enjoyed working long shifts.

He was approached by the Volunteering service and Kristina and the team put him forward to help out when he was able to. Twelve months later and Robert still volunteers and has a great working relationship with the team.



Robert (pictured on the left with volunteer Simon)

“

I like to help everyone, Kristina and the people who get the new stuff. I like the job, as it keeps me fit and makes me want to work more. It keeps me occupied and when I know I am helping I prepare myself and am up ready early on the day. The team I go out with are nice to me, funny and we have interesting conversations and good banter. I look forward to helping more and new challenges.

- Robert

”



# MEET *our latest* RECRUITS

## Zahid

My name is Zahid, I am currently volunteering in the wrap-around service of Horton Housing.

I have chosen this placement as part of my job role which is a Healthy Communities Trainee.

These volunteer opportunities are helpful for a person like me who can gain practical skills working directly in the field rather than reading textbooks.

I am pleased with Horton Housing for providing this kind of volunteer opportunity. Volunteering keeps a person active and emotionally peaceful while helping services for the benefit of others, while gaining practical experience.

At the moment, I am happy with my current volunteering role and look forward to experiencing more in the future and supporting others as much as possible.



**Have any photos from your volunteering?  
Send them in for a chance to be featured!**

## Introducing Horton Housing's new CEO



Gudrun Haskins Carlisle will become the new Chief Executive Officer (CEO) of Horton Housing from 1 April 2024. She is taking over from our previous CEO, Paul Gartland, who is retiring after nine years in the role and 35 years at Horton. Gudrun has worked for Horton for 24 years in various roles from support worker, manager, Services Director, and as Deputy CEO.

Gudrun said: "A huge thanks to all our volunteers, you do amazing work and make a real difference to the lives of people at a time when they most need help."

## Owt for Nowt shop relocates



In March, we received the sad news that the Owt for Nowt shop was to stop running from the former B&M Bargains site at Rawson Place in Bradford.

We are currently in the process of moving the shop to the new location at Edmund Street in Bradford. We are very grateful for the help we received with the move and would like to thank everyone who has given their time to help us with the shop relocation.

We will update you with more details on the shop as soon as it is ready to open.

## Volunteer-run library opens at the Training Centre



Since 2022 Horton Housing's Training Centre (HHTC) has been offering a book borrowing service, in response to requests from students asking if they could take books home either for themselves or their families to help improve their English and compliment their ESOL classes. They found accessing libraries very difficult and intimidating.

From this concept, a previous key worker on the Step Forward programme came up with the idea of HHTC having its own library, and making it as similar to any other public library as possible. Due to the hard work and efforts of the current Step Forward team based at HHTC who wanted to take this idea forward, and their brilliant volunteer team: Benazir, Sabela and Hiam, the library opened to all students early in 2024.

It has been fantastic watching the volunteers planning what needed to be done and when. They have designed the layout, printed and laminated pictures, made signage and marketed the library to other students, all working together as a team to achieve this. They have grown in confidence, developed new skills and friends, whilst having fun and gaining work experience.

Everyone is really proud of what has been achieved, and the benefits the library will bring to all.

## Volunteering service gathers for Time To Talk Day



We had a small gathering with some of you for Time To Talk Day on Thursday 1 February. Time to Talk Day takes place annually and encourages the nation to have conversations about mental health by inviting people to get together to talk, listen and change lives.

It was a good opportunity for the volunteers who attended to speak about their feelings and share their experiences. We spoke about mental health and how to reduce stress. It was a relaxed atmosphere and everyone felt empowered.



## Our latest roles:

Become a volunteer and

# Join our team today

Our volunteers play a vital role at Horton Housing by helping us to deliver good quality services.



Horton Housing Association Volunteers



@HHAVOL



All roles below are based in Bradford. Please note that the roles (except for the Donations Sorter Volunteer) require an enhanced DBS Check, of which we will cover the cost.

### Administration Assistant:

You will work alongside the Volunteer Services Manager and Volunteer Services Administrator carrying out general administration duties. Tasks will include logging data, printing, photocopying, using Horton's Volunteer database, making telephone calls and sending letters.

### Activities Support Volunteer:

You will assist staff with cook and eat sessions, group activities and administration duties at our Bradford-based home from hospital scheme. You will help to improve the overall wellbeing of those we support at the scheme, many of which are affected by illness and disability.

### Donations Sorter:

You will help to sort through the donations that we receive and to make sure that they are being passed onto people who need them most. The role also includes using social media accounts to arrange collections and keeping the record of donations up to date on Excel spreadsheets.

### Gardeners:

Our Gardeners encourage and support our tenants to spend time outside in an allotment, helping to create a space for relaxation, exercise, gardening and activities. This role is in Shipley. We hope to welcome individuals with a holistic perspective and ideally some community experience, who enjoy working with groups.

## Get in touch



*Please...*  
**GET IN  
TOUCH**  
WITH ANY FEEDBACK

We would love to know what you think about your volunteer newsletter!

Please get in touch via the details below to give any feedback, or if you have any news stories or suggestions for future issues.

Get in touch!

Email: [volunteer.applications@hortonhousing.co.uk](mailto:volunteer.applications@hortonhousing.co.uk)

Phone: Shaheen Akhtar on **07525 667874** / Kristina Batty on **07525 667902** / or Shabana Shaukat on **07525 667884**.

Write to us:

**Volunteer Services Manager**  
**16 - 20 Edmund Street,**  
**Bradford**  
**BD5 0BH**

For the latest volunteering opportunities, please visit our [website](#).



**Have a story to tell? We'd love to hear from you. Get in touch today.**