

# MAKING A DIFFERENCE

YOUR AUTUMN VOLUNTEER AND DONATIONS NEWSLETTER



## We're Proud to Announce: Investing in Volunteers Success!

We're delighted to share that Horton Housing has once again been awarded the Investing in Volunteers accreditation—a nationally recognised quality standard that celebrates excellence in volunteer management and support.

This accreditation is valid for the next three years and marks our second successful application, reflecting our ongoing commitment to creating meaningful, well-supported volunteering experiences.

This achievement demonstrates the dedication of our colleagues and volunteers, who generously contributed their time, energy, and insights throughout the assessment process. Thank you to everyone involved — your hard work made this possible.

As volunteers, you are at the heart of Horton Housing. Your contributions enrich our services and strengthen our communities. Receiving this recognition reaffirms the value of your role and our commitment to nurturing a positive and inclusive volunteering culture.

Looking ahead, promoting volunteering remains a key priority for 2025. We're excited to build on this momentum by expanding opportunities, celebrating your stories, and continuing to improve how we support people who give their time to make a difference.

Thank you for all your hard work and support.

Shaheen  
Volunteer Services Manager





Horton Housing Association

has been awarded  
**Investing in Volunteers**  
by the United Kingdom Volunteering  
Forum (UKVF)

October 2025 – October 2028





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# NEWSLETTER

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Our numbers since July 2025:

26

Number of  
volunteers

68

Owt for Nowt  
visits

39

Different donations  
received

60

Families / people  
supported

## 🎉 Pauline is Volunteer of the Season!

# VOLUNTEER *of the* SEASON



Pauline has been nominated by Seline Johnson, Tenancy Sustainment Coach at our Craven Rough Sleeper Pathway service.

Seline said: "I would like to nominate Pauline for Volunteer of the Season because of her dedication and the positive impact she has on both residents and the team.

She runs Cognitive Behavioural Therapy (CBT) courses with great skill, empathy and encouragement, giving residents tools to build resilience, confidence and wellbeing. Pauline is not only committed and professional, but also a supportive and uplifting member of the team whose kindness and enthusiasm make a lasting difference."

Pauline said: "Working with individuals transitioning from homelessness into supported housing at Pinder House has been one of the most rewarding experiences of my life. As a volunteer offering talking therapy through CBT, I have the privilege of supporting people as they rebuild their confidence, navigate addiction recovery, and prepare for independent living. Many arrive in distress, carrying the weight of trauma and uncertainty, and it's deeply humbling to walk alongside them as they begin to heal and rediscover their strengths. I feel truly integrated into the team here—valued, supported, and encouraged in my role. Having regular supervision ensures I can offer the best care possible while continuing to grow professionally. Receiving an award for my work was an honour, but the real reward is seeing someone take that final step into the community with hope and resilience. It's a testament to the power of compassion, consistency, and the belief that everyone deserves a second chance."



Photo: Pauline in the middle with the hamper, Seline (on Pauline's right) and (left to right): Siobhan, Danielle and Jane.

Congratulations, Pauline! As Volunteer of the Season, Pauline received a hamper full of goodies.



🎉 **Jason is Volunteer Mentor of the Season!**

# VOLUNTEER MENTOR *of the* SEASON



Choosing Volunteer Mentor of the Season was a difficult decision for our Senior Leadership Team (SLT) as the level of support shown to volunteers by all those nominated was excellent. Colleagues nominated were: Gemma Mason, Ravinder Singh, Shaheen Akhtar, Kristina Batty, Jason Naylor, Tanya Phillips and Anissa Kadiri.

SLT were particularly impressed with Jason Naylor as he isn't a manager and mentoring volunteers isn't something that is included within his role. Despite this, he gave his time to support and mentor the volunteer, making a positive difference.

Congratulations, Jason! As Volunteer Mentor of the Season, Jason received a voucher.  
(Pictured: Jason receiving the voucher from Services Director, Ann Kendall)



*Article continues  
on the next page.*

Jason said: "It feels great to receive and to be recognised as Volunteer Mentor of the Season. When someone is new to a role in Property Services, whether colleague, volunteer or an apprentice, I think that everyone should feel valued. It comes naturally to me to want to make them feel a part of the team, support them, pass on knowledge and get the best out of people."

Fenn Carlisle nominated Jason for Volunteer Mentor of the Season. He said: "I'd like to nominate Jason because he's made a huge difference in my volunteering experience. I started volunteering in Property Services in September 2024. Since I started Jason has really helped me get to know the team and the organisation. As a volunteer and having never worked in a Property Services team, I wasn't sure what to expect—but Jason made me feel welcome from day one.

Jason has taken the time to show me the ropes, explain things clearly, and always checked in to see how I'm getting on. I really appreciate his help and how he never makes me feel like any question is a silly one. It's boosted my confidence loads and helped me learn so much more than I thought I would. I'm grateful for everything Jason's done. I think he really deserve this recognition."



Pictured: Jason (third from the left) and Fenn (next to Jason on the right)

# CONGRATULATIONS

## *Your success stories*



### Stephen

Stephen (YPASS volunteer) has started a part-time paid role as key holder at a branch of the high street clothing store, Peacocks. As key holder, Stephen opens and closes the store and does stock rotation. He began working at Peacocks in June 2025 and he is very happy in his new role.

Stephen joined Horton as a volunteer for YPASS in November 2024, assisting with various scheme activities such as book club and cook and eat sessions. He continues to enjoy volunteering at YPASS alongside his new part-time job.



### Fenn

Fenn joined Horton as a volunteer in the Property Services team, and has now secured an apprenticeship with the Maintenance Team.

He said: "I started as volunteer at Horton in September 2024, volunteering every Monday. I really enjoyed the work we did and the team were all very welcoming and supportive. Then, this September, I started my apprenticeship with the Maintenance Team. Working at Horton has been a great experience and has had a very positive impact on my life."

Congratulations to Stephen and Fenn on behalf of the Volunteer Services Team and the organisation!





We successfully recruited 8 new volunteers. A warm welcome to...

### **Nisar Hussain**

Support volunteer at Horton's Substance, Tenancy and Resettlement Service (STARS) service

I am delighted to have the opportunity to introduce myself and share my enthusiasm for volunteering work with your organisation.

My name is Nisar Hussain. I have strong comments on community service and helping others. I have spent enough time with my skills and knowledge in various areas, including as a security supervisor. Dealing with clients and investigation issues on site, I am good at being social and have good communication skills. I am willing to utilise my skills, knowledge, and experience with the community and the people who need it.

My interests are deeply related to social advocacy and environmental sustainability.

I have always been passionate about making a difference in people's lives, whether through education, health care, or community service. I am eager to engage with new skills.

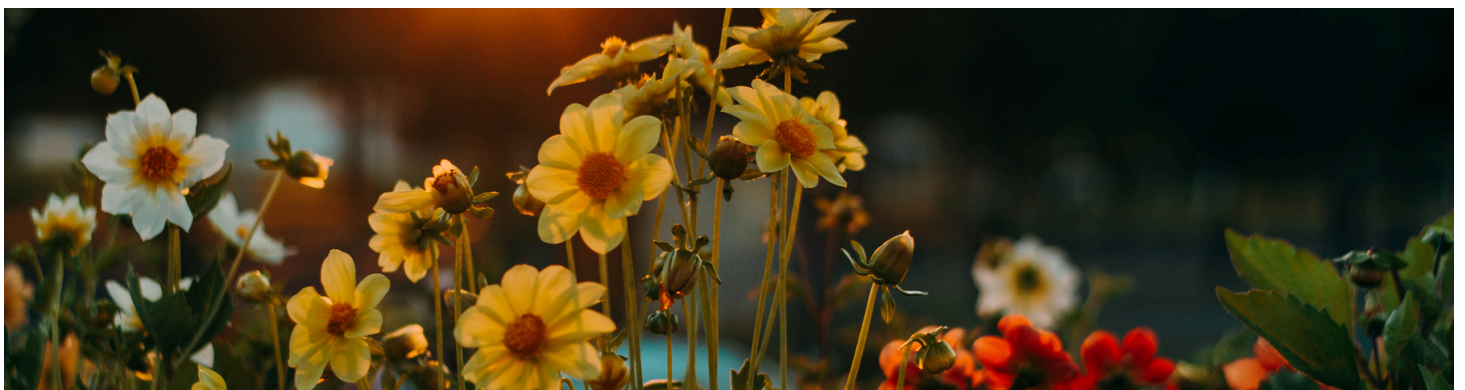
I want to spend my time and skills in your organisation, with people, and achieving tasks.

I have motivated myself as a support worker for the community because there are many people who need help with housing settlement and others as well.

Lastly, I have passed my level 5 in the health care management course and my degree will be completed very soon in May 2026. I hope to do a Masters degree in the future, if I get the opportunity.

I say by pride that you are helping to prepare me in real and practical ways for my future career.

Horton Housing Association staff are very helpful and are collaborative working as a team.





A warm welcome to...

**Nidha Latif**

Involvement volunteer at our Fairmount scheme

My name is Nidha and I have recently just started volunteering at Horton Housing.

I enjoy working and engaging with people who experience alcohol, drug, homelessness etc and Horton Housing is the perfect place to gain knowledge with this.

I am aiming to help provide support and guidance to individuals and help ease some stress by being an approachable person they can come to to be heard. I plan on doing tailored activities with people to get them to socialise and keep active and occupied. I am hoping I can be a good addition to Horton Housing.

**Hajira Shakeel**

Admin volunteer, Managed Migration Services

I want to Volunteer because I believe everyone deserves stability and fair support. Many refugees and new arrivals struggled to understand how to manage rent bills and travel costs. I have supported people by helping them to contact gas and electric companies, register with doctors, shop for essentials and find schools for their children. I also make sure they know how to access support from the Department for Work and Pensions (DWP) so they can receive the right benefits to cover rent bills and travel. I enjoy helping people to build their confidence and become independent. Volunteering with Horton Housing will help me to continue supporting others while learning more about housing welfare and community work.





# MEET *our latest* RECRUITS

A warm welcome to...

## **Laura Montoya**

Activity facilitator volunteer, YPASS

Laura has a level 2 in mental health and social care and a level 1 in mental health and childcare. She is passionate about supporting people and loves to cook. Laura is excited to share her cooking skills with people in the scheme.



## **Beth Hope**

Activity facilitator volunteer, YPASS

Beth was previously supported by YPASS and regularly attended groups there. Beth has gone on to complete lots of courses in confidence building and wants to share the skills and knowledge she has gained with people in the scheme.



- **Thomas Salt** - Activity support volunteer, NewStart
- **Reda Ammar** - Donations sorter volunteer, Owt for Nowt shop
- **Antony Craven** - Van driver mate volunteer, Owt for Nowt shop

## Owt for Nowt shop reopens in Fieldhead

The Owt for Nowt shop is back up and running in its new location in Horton's building at Fieldhead Business Centre, St. Martins Avenue, Bradford, BD7 1LG.

The shop has temporarily relocated to Fieldhead while work is underway to convert most of Horton's former Edmund Street office into flats. The Owt for Nowt shop will return to Edmund Street once the work is complete in 2026.

We had a busy week at the shop when we reopened on Monday 13<sup>th</sup> October with many people visiting, which was really good.



A big thank you to Buddhika, Antony, Simon, Aisha, Tracy, Peter, Reda, Kristina and Shabana for all their help and support during the move, and for making this move possible.

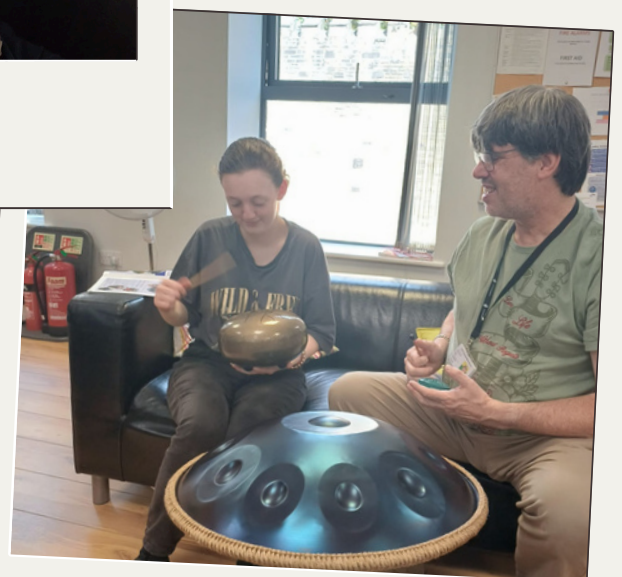
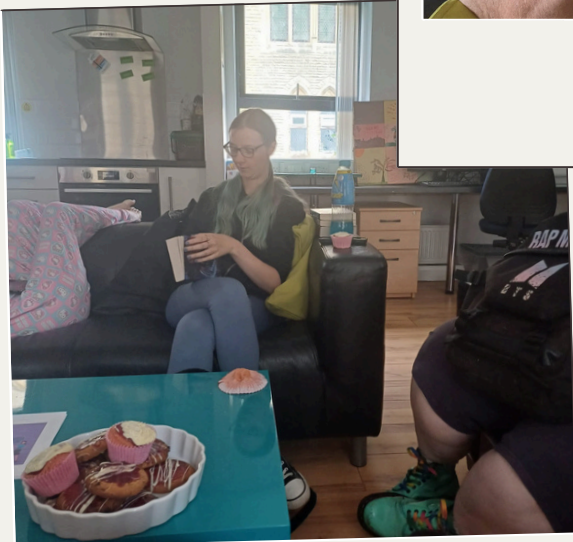
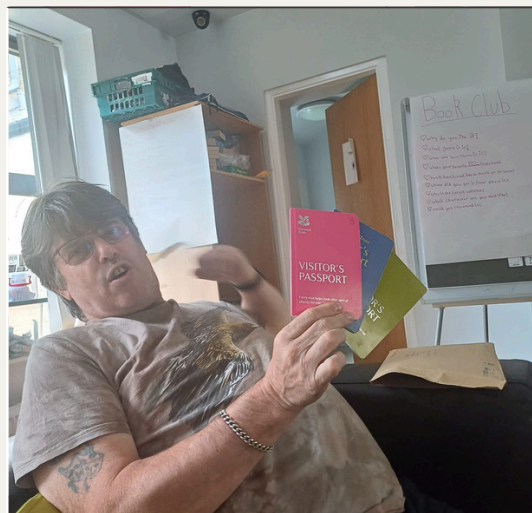
(Pictured below: some of the group that helped with the shop move.)





## Latest volunteer activities at YPASS

Our volunteers have been busy at the Young Persons' Prevention and Support Service (YPASS). Laura has also been running Cook and Eat sessions (pictured top left). Beth and Stephen have both led Book Club and Cook and Eat sessions (pictured below.)



## Exciting events and opportunities to get involved in!



### Volunteers wanted for Bradford 2025

Bradford 2025 are looking for volunteers to help them deliver the year as UK City of Culture.

Registration is open if you or somebody you know would like to be a volunteer.

There are several ways you can get involved. This could be serving as an ambassador for one of Bradford's neighbourhoods, helping at events by meeting and greeting the public, or helping out behind the scenes. Travel and food expenses will be covered and full training will be given.

There is the opportunity to undertake training in everything from Sight Assisted Guidance, First Aid Training, to an accredited City and Guilds level 2 qualification in Customer Service.

There are also corporate volunteering opportunities through Participate Projects.

For more information or to sign up as a Bradford 2025 volunteer, visit:

<https://bradford2025.co.uk/take-part/volunteer/>





## Exciting events and opportunities to get involved in!



### **BD: Is Lit**

**Friday 7th and Saturday 8th November, 5pm to 9pm**

Bradford's city centre will be transformed by a collection of magical light installations and performances by local, national and international artists as they explore the colour of light. This event is free to attend. For more information, visit:

<https://bradford2025.co.uk/event/bd-is-lit/>



### **Huddersfield Contemporary Music Festival (HCMF)**

**Friday 21<sup>st</sup> November - Sunday 30<sup>th</sup> November 2025**

HCMF is the UK's largest international festival of new and experimental music in venues across Huddersfield. Festival events include concerts, music-theatre, dance, multi-media, talks and film. There is also a learning and participation programme. Most events require booking and payment for tickets. A few events are free to attend.

For more information, visit: <https://hcmf.co.uk/>





## 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 the Volunteer Services Team on **01274 743480** or email **Volunteer.applications@hortonhousing.co.uk**

Mandatory courses for volunteers are:

- **Professional Boundaries**
- **Safeguarding and Protection**
- **Health and Safety**
- **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>**



## Our latest volunteer roles



Please note that most of these roles require an enhanced DBS Check, of which we will cover the cost.

### Roles in Bradford

#### **Culture Project volunteer**

You will gain experience working within an organisation-wide project by supporting the Culture Project group. You will prepare meeting agendas and minutes, and produce an update of the groups monthly meetings. The volunteer will also attend project and service level meetings, write articles for the internal page and ensure project documents are up to date.

We are looking for a minimum commitment of 3 months. You will be based at our head office in Bradford.

#### **Administration Assistant volunteer**

You will work alongside the Volunteer Services Manager and Administrator carrying out general administration duties. Tasks include logging data, making phone calls, sending letters, printing, photocopying and using Horton's Volunteer database. The role requires a commitment of two-hours-per-week at a minimum.

#### **Communications Assistant volunteer**

You will work alongside the Communications Team at Horton Housing's head office for a minimum of 5 hours-per-week. Tasks include supporting internal and external communications, creating content for the website and promotional materials, and assisting with event promotion.

## Our latest volunteer roles (continued)



### Roles in Calderdale

For more information or to apply for any of our Calderdale roles, please contact YPASS Volunteer Coordinator Tanya on **07809 203876**.

#### Arts and crafts facilitator volunteer

The ideal candidate will have a passion for arts and crafts to lead a group in creative projects. The role involves researching and planning our arts and crafts sessions. You will encourage members to express their creativity and work together in a social, relaxed atmosphere.

#### Yoga instructor volunteer

You will deliver in-house yoga sessions in our communal space. You will engage and encourage group members, and adapt sessions to correspond to people's abilities. The ideal candidate will have knowledge of facilitating yoga sessions and a yoga-related accreditation.

#### Early Intervention and Prevention Assistant volunteer

You will engage and offer support to young people who have been referred to our Young Persons' Prevention and Support Service, while the young person waits to be allocated a support worker. The role involves: In-person and telephone befriending, encouraging people to attend sessions in the scheme and in the local community. You will also assist with referrals by uploading documents to a secure, online database, logging notes and completing forms.

### Roles in Kirklees

#### Befriender volunteer

The Befriender role involves giving support and companionship to people who are socially isolated or experiencing mental health challenges. Befrienders are matched with people in our scheme based on your interests and experiences. You will arrange to meet up with the person you are matched with once-a-week. This may include trips to the park, cinema or telephone conversations. As a Befriender you will need to be a good listener and communicator, friendly, approachable, empathetic, and non-judgemental.

## Keep up to date!



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

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

Horton Housing Association:  
[@HortonHousing](#)



### Follow us on Instagram

Horton Housing Association: [@hortonhousing](#)

Subscribe to our mailing list to receive the latest Horton news and our newsletters in your inbox.

Visit: [\*\*https://bit.ly/HHA\\_news\*\*](https://bit.ly/HHA_news) or scan this QR code.



SCAN ME



## Get in touch



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: **01274 743480**

Write to us:

**Volunteer Services Manager  
Fieldhead Business Centre  
18-24 St Martins Avenue  
Bradford  
BD7 1LG**

For the latest volunteering opportunities, please visit our website: <https://hortonhousing.co.uk/>



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



