



## **Volunteering Policy**

**Making A Difference Together**

**COR-POL-17**

**Version 3**

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**Date approved: 3<sup>rd</sup> June 2026**

**Approved by: Southway Executive Team**

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## **1. Introduction and Purpose**

- 1.1 At Southway, volunteering is a key part of our strategic approach to Community Investment. We see it as a way of strengthening communities, building connections and creating positive social value. Our approach is to make volunteering inclusive, accessible and meaningful for everyone, offering opportunities that enable people to contribute, develop new skills and feel part of their neighbourhood. Volunteering opportunities are open to all our tenants, residents and other community members.
- 1.2 Volunteering is a great way to give back, learn new skills, and make a real difference in our communities. This policy sets out Southway's approach to volunteering and explains what volunteers can expect when getting involved with us, as well as the positive impact volunteering has on our tenants, neighbourhoods, and communities.
- 1.3 Our volunteering programme is guided by our REACH values (Respect, Equity, Ambition, Compassion and Honesty). We aim to build positive relationships, act with respect, be ambitious and accountable for delivering on our commitments, support equity and inclusion, and work collaboratively with volunteers, customers, and partners to make a difference together.

## **2. Our Commitment to Volunteers**

- 2.1 Southway is committed to creating a positive, inclusive, and supportive volunteering experience. We will:
- Treat all volunteers with respect and fairness
  - Provide clear guidance and ongoing support
  - Offer training where needed to help volunteers feel confident in their role
  - Recognise and celebrate volunteer contributions
- 2.2 Equality, diversity and inclusion
- 2.3 Southway is committed to providing a volunteering experience that is inclusive and accessible. We will act in line with the Equality Act 2010 and will not discriminate, harass or victimise anyone because of a protected characteristic (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation).

- 2.4 We will make reasonable adjustments where needed so that people are not put at a disadvantage when volunteering with us. This may include adjustments to the role, the way we communicate, training, or the volunteering environment.

### **3. What Volunteers Can Expect**

- 3.1 When volunteering with Southway, individuals can expect to:
- Be welcomed and included as part of our community
  - Receive clear information about their role and responsibilities
  - Have access to training, support, and feedback
  - Be covered by Southway's health and safety standards
  - Ask for reasonable adjustments or accessible information where needed, and be supported to take part
  - Be reimbursed for any reasonable out-of-pocket expenses

### **4. The Impact of Volunteering**

- 4.1 Volunteers play a vital role in supporting Southway's work by helping to:
- Create stronger, more connected communities
  - Support community events and activities
  - Improve green spaces and neighbourhood projects

### **5. Recognition and Appreciation**

- 5.1 Southway values the time and commitment of our volunteers and recognises their contribution through:
- Thankyou events and newsletters
  - An annual gift card
  - Sharing success stories

## **6. Keeping Everyone Safe**

6.1 Southway follows safeguarding and data protection guidelines to ensure the safety and wellbeing of both volunteers and customers. If any concerns arise, volunteers are encouraged to raise them with a member of staff so they can be addressed promptly and appropriately.

## **7. Getting Involved and Further Information**

7.1 Anyone interested in volunteering with Southway is encouraged to get in touch to discuss available opportunities. Volunteers can:

- Find out about volunteering opportunities from attending events, social media, noticeboards and website
- For more information contact Southway:
  - ✓ Email [yourvoice@southwayhousing.co.uk](mailto:yourvoice@southwayhousing.co.uk)
  - ✓ Visit: <https://www.southwayhousing.co.uk/get-involved/volunteering/>
  - ✓ Ask a member of staff
- Join us and start making a difference in their local community

### **POLICY REVIEW HISTORY**

*To be completed during each review*

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#### **Previous versions**

V2.2 – Chief Executive – September 2022

**Date of last EIA: May 2026**

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**Review lead by: Head of Communities**

**Main points or amendments made and reasons**

**What changed:**

This version replaces the previous detailed corporate volunteering policy with a simplified, customer-friendly document, removing internal procedures and operational detail to improve accessibility, clarity, and engagement, while retaining key commitments to fairness, safety, and inclusion.

**Reason:**

To make the policy more accessible and easier to understand for customers and volunteers, focusing on the volunteering experience rather than internal processes.

**Next review due:** March 2029

**Approval level:** Executive Team