

Corporate Social Responsibility

2026

Statement

At Wolverhampton Homes, we believe that our role in managing social housing in Wolverhampton goes beyond bricks and mortar - it is about unlocking potential, strengthening communities and delivering meaningful, lasting social value across the city we serve. Our approach to Corporate Social Responsibility (CSR) is rooted in the principle of “giving something back”, ensuring we operate ethically, sustainably and with communities at the heart of everything we do.

Our commitment

We are committed to making a positive impact on society by supporting thriving, resilient communities, empowering customers, working collaboratively with partners, and creating an inclusive, purpose-driven workplace. Our focus is on delivering social value that benefits tenants, supports local economic growth, and enhances wellbeing across Wolverhampton.

Our approach

Our CSR approach is organised around five strategic pillars, each reflecting how we deliver value in practice, creating positive, sustainable change through support and restorative practice:

- Community
- Customers
- Supply Chain
- Workplace
- Monitoring and Review

1. Community

We are dedicated to supporting and strengthening local communities by:

- Helping residents and local groups lead initiatives that matter most to them through community engagement, using dedicated CSR funds.
- Supporting tenant and resident associations, and leaseholder groups to act as strong, empowered voices shaping local decision-making.
- Investing in community projects and partnerships that enhance wellbeing and social cohesion, promoting local pride.

We recognise that thriving communities form the foundation of positive change, and we work collaboratively with partners to deliver inclusive, supportive opportunities for all.

2. Customers

Putting customers at the heart of everything we do ensures that our services meet real needs and help people to flourish. We achieve this by:

- Listening to customer feedback and providing meaningful opportunities for customers to help us to shape services through panels, consultation and ongoing engagement.
- Enhancing digital inclusion and offering skills development, employment and training opportunities to help people access opportunities for growth.
- Providing tailored support to vulnerable customers and helping residents to manage financial challenges.
- Sharing with customers our achievements, outcomes and forward plans.

Customer wellbeing and empowerment remain central to our CSR commitments - ensuring our work has direct, measurable benefits for the people we serve.

3. Supply Chain

We work with partners and suppliers to maximise social and economic value locally by:

- Supporting the Wolverhampton Pound initiative - prioritising local businesses in procurement to retain wealth in the city and grow local investment.
- Encouraging contractors to create employment, apprenticeships and skills training for Wolverhampton residents.
- Embedding social value principles across procurement and contract management to ensure consistent, positive impact.

Through a responsible supply chain, we help to build local capacity and contribute to economic opportunity across the city.

4. Workplace

Our commitments to colleagues reflect our belief that a purpose-driven workforce is essential to CSR. We support our teams by:

- Offering colleagues paid volunteering days to contribute directly to local projects that benefit customers and communities.
- Boosting team engagement and visibility through community participation, training and leadership involvement.
- We work together to ensure colleagues are equipped to deliver excellent customer service and can operate in an inclusive, supportive and safe environment.

Our people are central to delivering CSR - their dedication and engagement amplify the positive change we create locally.

5. Monitoring and Review

We are committed to transparency and accountability in how we deliver our CSR objectives and we:

- Measure the social value created through our activities, partnerships and procurement.
- Regularly seek and include customer and stakeholder feedback to shape improvements.
- Report on progress through annual updates, community newsletters, and stakeholder engagement events.
- Maintain open dialogue with partners to ensure our impact continues to evolve with community needs.

CSR is a living commitment to the city of Wolverhampton and its people. It reflects our values and ensures we are placing communities and customers first, working responsibly with partners, and empowering our workforce to make a difference.

Through our actions under the five pillars of Community, Customers, Supply Chain, Workplace and Monitoring and Review, we strive to create lasting, measurable social value, strengthen local resilience and support opportunities for all.



Our company values

