

# Community Matters

OSBORNE



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# Welcome to Community Matters!

Welcome to our Spring issue of Community Matters.

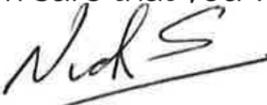


Spring brings new life, bright colours and the promise of longer and warmer days. It gives us a revitalised energy to get up, go, and grab those opportunities.

As you will see in this edition, our community activity continues to flourish with features around health & safety, healthy eating, employability, digital inclusion and much more!

To support this welcomed growth, I am delighted to introduce a larger than life character! She will be making a significant impact on our community programmes over the coming months. Turn to page 10 to meet her!

I am sure that you will enjoy this action packed edition.

  
Nick Sterling, Managing Director

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## So far.....



## Win Win for Winnall Primary School

Carrots, potatoes and peas were on the menu at Winnall Primary School in Winchester this term.

Partnering with Winchester City Council (WCC), we worked with the children to design, construct and plant vegetable beds within their school playground; an initiative that will see long term benefits and encourage student responsibility in the fresh outdoor environment.



The eager children listened to the essential health and safety talk, learning about the importance of keeping and following rules.

Rebecca Hallett, Neighbourhoods Team, WCC, joined our Operatives Winston and Stuart who encouraged the children to get involved. Equipped with PPE, the children were able to saw, drill and create bed structures that will let them produce their own vegetables.

The boxes were crafted from recycled wood generously donated by our sub-contractor Amber Scaffolding.

**Jon James,  
Headteacher, Winnall Primary School**

**This was a rewarding opportunity for all, offering our pupils new experiences. I look forward to continuing to work closely together on this project and many others in the future.**



Before



After



## Spring Spruce

You may remember that last year we supported the Southernwood 'Grow Your Own' event with the Sunnyside Rural Trust. At the event our team met John and learnt that he now struggled with his gardening due to losing his leg seven years ago.

Following this, Hannah and Neal visited him in March to give his garden a spruce up for spring.

Turning over the soil, getting rid of the weeds and planting some colourful flowers really brightened the area up.

We will soon be returning to John's garden to create a border for his tomatoes which he kindly shares with his neighbours. Having noticed that John's hose had frozen up over the winter, we will also be donating a flexi hose for all customers of Rice Close to use this season.

This simple transformation has made such a difference to John who can now enjoy his garden.

**Thank you – it means so much because I can no longer dig my garden.**

**John  
Local Customer**

## Love Stanmore

As part of the 'Love Stanmore' initiative, organised and led by Winchester City Council and A2 Dominion, customers wanted to improve the small area outside the Community common room. They felt that a raised vegetable bed would create a space where they could work and come together.

A week before the event, the resourceful Osborne Winchester team built three raised vegetable beds. Made from old scaffold boards, supplied by our partners Amber Scaffolding, the team stained the boards to ensure British weather durability! We also carried out some minor repairs to the communal area outside, in preparation for the beds to be laid.

Customers Sue and Sheila were on hand to help direct our team on the build and were true troopers as they ferried almost three tons of soil and compost uphill to fill the veg beds!



# The Next Generation

Anyone who has gone through the interview process will undoubtedly agree to feeling nervous and a little anxious. As part of our Community Investment programme, we attend mock interview days to provide guidance.

Mubina and Neal of Osborne, along with other local professional business volunteers, went back to school to offer a few helpful tips on the interview process.

Students of Walthamstow School for Girls had been tasked to apply from a selection of job roles, complete an application form, and then attend our interview. The 15-16 year old pupils were given constructive feedback and comments on their application forms and their interview techniques.

Our second visit was to Riddlesdown Collegiate in Surrey. This event, organised by Capital South Enterprise Business Partnership, encouraged pupils to carry out research on Osborne before their mock interview.

Those interviewed by Neal and Carol of Osborne felt that as a result of the mock interview, they would be better prepared and more confident for when they move onto their work experience placements.

Students Feedback



“Really enjoyed it and found it very inspirational”

“Very helpful and it made me feel better about myself, I know what to do in the future”

# Long-Term Unemployed

Supporting the Trinity Winchester Job Club, we are investing time to work with them on this initiative by providing on-going support and guidance for the long-term unemployed.

The Job Club delivers vital practical and emotional support to those who are experiencing the effects of homelessness or vulnerability. The experience of an interview and giving feedback on the performance of the service users, helps to develop their confidence for future employment.



# Launch of Apprenticeship Awards

The first Apprenticeship Awards took place in Reigate on 13th April. Apprentices from across all our contracts came along to celebrate their success over the year and find out who had won the coveted 'Apprentice of the Year Award'.

Attendees heard from Alan Elliott, our Operations Director who told us about his experience as an apprentice electrician – and reminded everyone that our MD, Nick Sterling, had been a plumbing apprentice.

He encouraged everyone to think of apprenticeships as a step towards a successful and rewarding career and gave a reminder about the shortage of skilled trades people within the industry.

It has been a great year for our apprentices – James Wood and David Servant have completed their training with Stuart Milner, Dan Fitzgerald and George Johnson not far behind.

Our apprenticeship programme has increased substantially over the past twelve months and we are now also up-skilling some of our staff through this programme in Contact Centre Operations, Customer Service, Team Leading and Business Administration.

### The Award Winners for 2015 :

- Most Determined Apprentice **Dan Fitzgerald**
- Timekeeping and Punctuality **Shaquille Simpson**
- Apprentice of the Year **Andrew Hack**

Many congratulations to them and all our apprentices on their achievements.



We are delighted to announce that Carol Callam is taking on the role of Training and Development Co-Ordinator as part of our Customer Experience team. She has been instrumental in expanding the apprenticeship programme over the past two years and supporting our apprentices, and her new role will allow us to continue succeeding in this area.



“I am really looking forward to developing the training and development aspect of our business further. Apprentices are very important to us - both in providing local employment opportunities for people and also for creating a workforce for the future who understand our customer experience drivers. It's all about having great people providing brilliant service in sustainable relationships.”

# Love Your Neighbourhood



The Love Your Neighbourhood Event organised by Dacorum Borough Council saw a week full of fun and free family events for the Highfield area during the February half term.

Local families were invited to join this initiative which saw customers come together to enjoy games, workshops, competitions, advice, walks, cooking and much, much more.

## Community Celebration

The start of the Community Celebration Day really woke our team up! Hertfordshire Walks invited customers to come and join them for a one hour walk around the neighbourhood and with Health & Safety always top on the Osborne agenda, we kitted the children out in Hi-Vis to make them more visible on their expedition.

The celebrations included pizza making (a very messy affair), bungee trampolines, inflatable slides, fancy dress and much more; not forgetting the 'Hook an Osborne Duck' which went down a storm. Children lucky enough to hook the duck won one to take home – a bath time treat!

## Community Safety

As part of the programme, Osborne supported The Community Safety Day informing customers of ways they can help make themselves and their families safer within the community and their homes.

Our business partners, Travis Perkins generously donated safety door chains for the event. Both Maria and Hannah attended to encourage customers to sign up and to have the safety chains fitted free of charge by an Osborne operative. The locks were fitted the following week.



## Employability

The Employability and Upskilling Day gave Hannah and Carol the opportunity to talk with customers interested in finding out what Osborne do and the careers available. With a trade shortage in the Construction industry, we were actively able to promote the varied opportunities for both men and women. We also arranged a work experience placement for a local customer during the event who will be joining the Osborne team this month.

Dacorum ran a competition to win a Tablet where children had to enter their "When I grow up I want to be...." drawings. We donated Osborne goody bags for the winners of the five categories.



“The Neighbourhood Action Team at Dacorum Borough Council cannot thank Osborne enough for their support during February’s Love your Neighbourhood Highfield event. Residents had the opportunity to learn what Osborne do to help them, as well as take part in a fun Hook a Duck game and sign up to have a front door security chain fitted as part of the Community Safety Day. Their role in the event a was true example of effective partnership working and delivering great outcomes that benefit the community. We are looking forward to working with them again at future Love your Neighbourhood events.”

**Emily Rae-Maxwell**  
Neighbourhood Action Team

## Safety Talks

Over the past few months we have delivered safety talks to Nash Mills, Brockwood Primary and Winnal Primary Schools. These interactive talks help to raise safety awareness to children living in the areas in which we work.

Our aim is to engage and educate children with the use of safety signage and PPE, demonstrating the potential dangers of a Construction site.

Across these three Schools, over 400 children during their assembly time had the chance to respond to an interactive quiz before dressing up in our safety clothing. We then provided a safety poster competition where the children were asked to design their own. We will re-visit the Schools to congratulate all the children for their designs and award the winners.



“The children were really enthusiastic about the competition. They were full of ideas about what they could draw on their posters, I think most classes are setting it for homework this week. The dangers of building sites has definitely sunk in, I think your presentation hit just the right note.”

**Alison Bill**  
Foundation Stage Coordinator  
Nash Mills School.

## Meet our Mascot



**Drum roll please.....**  
we are thrilled to introduce you to the official Osborne Mascot who joins us this month.

Dressed bold and vibrant to reflect how we work, we are really looking forward to our Mascot joining us at many community events from schools to fetes. We know that she is sure to capture the hearts of many along her travels and we look forward to sharing these tales with you.

# It's a Knock Out! Osborne v Joseph Clarke

Osborne stepped up when they were challenged by Joseph Clarke School to play students in a Boccia tournament. Located in Waltham Forest, the School supports children with visual impairment and additional or complex needs.



Mubina, Craig, Ish, Elaine, Harry, Hannah, Neal and Karl, complete novices to Boccia, were taken through a training session before being provided with their de-sighted goggles so they could understand the true experience of the game.

Boccia, similar to Bowls, offers two different games both with the aim of playing the balls closest to the jack.

The first game is played with bowlers listening for their team member to clap over the Jack, then bowling towards the sound.

The other is played with the help of a sighted partner, using a gridded board to represent the court. Through touch the visually impaired bowler feels the board and then takes their shot – to strike it lucky!

“ I just wanted to write and thank you and your avid Boccia players so much for organising and participating in the recent Boccia competition.

The kids were really touched that you were prepared to put yourselves in their shoes and try and play their national sport, and also had an amazing time socialising and conversing - and laughing. It was fabulous to hear the hall reverberating with laughter and I can assure you that we all had an amazing time.

**Maureen Duncan  
Headteacher**



This was a great opportunity for the pupils to engage with people from outside the school, helping to build confidence and their interaction skills

Older players of Joseph Clarke School are competing in the National Boccia Tournament so this experience offered them with a little extra practice before heading off.

This truly enjoyable event shared much fun, laughter and a few mishaps (by our Osborne team) and saw the pupils of Joseph Clarke proud to show off and share their skills.



“ I loved it! Thanks for getting us involved. It was a really lovely day to spend with a great group of kids ”

**Elaine Tesalona  
Osborne**



## Realising Potential



UK Youth is a charitable organisation that supports young people through a range of innovative programmes to gain life-skills that build confidence, resilience and make them more employable. Enabling young people to develop the tools they need for life, work and a better future, to be the best they can be.

Osborne supported the Business Collective initiative and were thrilled to be able to work with UK Youth in Winchester. Hannah joined a group of youth volunteers where they set about weeding and prepping an educational environmental area as well as clearing a pathway that would enhance disabled access. Just around the corner, Neal helped to create a fenced off area ready to introduce an educational mini beast hub! A warm welcome to the slugs, snails and worms who will benefit from a specially tailored home.

## Makeover Marvel

Supporting the Dacorum Youth Tenant Involvement Team (YTI), we were tasked with sprucing up their well-used laundry room at Florence Longman House.

Chris and Hannah were joined by the young people of YTI, who helped with giving the room a good scrub down before painting the walls. Our subcontractor, SABRE, generously donated the paint for the entire project.

Two keen team members from YTI, Rebecca and Storm equipped with their brushes, gave the room the first coat which made a huge difference. Having stopped for a well-deserved lunch break supplied by Osborne, the second shift, Alice and Paris arrived. With the relay of brushes, the girls set to work on painting the second refreshing coat. Chris will return to add the finishing touch to the skirting boards and we are looking to recycle some units to replace their existing ones.

Projects such as this allows young people to try out new skills and helps to develop their confidence but most importantly its allows them to feel proud of their achievements and rightly so – well done YTI!



## Tea anyone?

Osborne supported a Dacorum Borough Council (DBC) Vintage Tea Party for customers of Warner's End in Hemel Hempstead. With cups and saucers and fitting costumes – this saw the shared enthusiasm and heartfelt appreciation of the customers.

Alan, Neal and Hannah helped to decorate the hall with vintage bunting, lights, table decorations and balloons. As customers arrived they were met by Carol and the DBC team who escorted them through to the newly themed tea room. Elise from our Dacorum office also joined the tea party, taking photos to share and spending time with the residents.



The 1950s and 1960s ice breaker quizzes were a huge success and stimulated much debate amongst customers' tables. The lucky winners of the evening's raffle received a vintage style radio and an M&S voucher donated by Osborne.

Supplier 'Vintage Teas' provided and served an amazing selection of afternoon tea from scones to fruit cake (although little evidence was left!) But it was the vintage band playing hits from the 50s and 60s that got everyone up off their seats, getting involved in the celebrations. Sharon Clayton of Dacorum Borough Council went to great lengths to ensure that this Vintage Tea Party went with a swing.

“ I would like to take this opportunity to say a very big and sincere thank you to you all for arranging the Tea Dance. It was a very enjoyable evening; the buffet and entertainment was first class and many thanks to all the staff there for their time and effort they put into the evening. ”

R.Barnes  
Resident

“ I wanted to say a HUGE thank you for all the support you gave me with planning, organising and executing this event.

I think it went with a big bang and everyone seemed to be having fun. You both entertained the residents and the dance moves were next to none. Priceless! ”

Sharon Clayton  
Organiser



## Good Eggs



The Learning Disability Experience (LDX) is a charity working in Waltham Forest to support children and adults with learning disabilities. You may remember that we have supported LDX on previous initiatives, so we know just how valuable their service is.

When the news broke that four brand new mini-buses used to transport the charity's most vulnerable people had been stolen from their premises, we wanted to help, as for many people, this was their only means of transport.

The theft of the mini-buses meant that some of their clients were unable to go out on the planned trips so we donated the hire cost of a replacement bus. This meant that the service users could go on their day trips during the Easter holidays, and could continue to get to the day centres.

“ We would like to thank Osborne for this generous gesture, Thank you so much for your continued support. ”

**Gaye Studman**  
Learning Disability Experience



## Digital Does It

Osborne supported Winchester City Council's Resident Involvement Team at their digital inclusion workshop.

Working alongside WCC's Heather Wensley and Trevor Lynas we were able to help customers get on-line! We have invested in a number of tablets to support this on-going initiative to guide and educate customers through various aspects of using computer technology. The drop in sessions provide a friendly and accessible place where people can come together and get the support they need in our ever changing world of technology!.



“ Thank you so much for your assistance today – was really helpful and your enthusiasm, as always, was much appreciated! The workshop totally met their needs. ”

**Heather Wensley**  
Tenant Involvement  
WCC

## Warm Welcome



Customers of Willow Edge, Sheltered Scheme, invited us along to their Fish & Chip Easter lunch.

Hannah, over a delicious lunch, had the opportunity to spend time getting to know them.

Joined by local PSCO's, we learnt of the events and activities that could benefit them as a community and we look forward to supporting some of these in the future.

Easter eggs donated by Osborne were drawn in the raffle seeing many happy winners.

## What's My Line?



International Women's Day is celebrated every year at Walthamstow School for Girls.

Various activities are organised throughout the day to highlight its importance and recognise women's achievements.

Osborne volunteers Elaine, Mubina and Tijen took part in 'What's My Line?'. Year 9 students asked guests various questions in an attempt to guess their job roles.

The school invited people from various working backgrounds to help inspire the students and realise that anything is possible and in industries they may not have considered.

The feedback from this event was fantastic with an increased understanding of the array of career opportunities.

### Students Feedback

“ Really fun, something different from the usual activities that we do ”

“ It was so interesting to find out the different jobs than women can do. ”

## Hatherley Flourish

The sun was shining, the flags were out and customers got busy transforming their communal garden into something quite special.

High spirits from the families at Hatherley House in Walthamstow came together to construct and plant a raised herb garden, bamboo, shrubs and flowers.

Mac Scaffolding donated the wood to construct the planters allowing the children and parents to build them. Under the watchful eye of our Operatives and sporting the Osborne safety attire, customers were able to saw, drill and paint the beds before planting.

Working with Ascham Homes, this positive community initiative saw the benefits of improving the living environment, promoting healthier eating, getting the community together with a bit of education thrown in too.



### Nelia Cetin Chair of Hatherley House TRLA

“ On behalf of the residents here in Hatherley House, we would like to thank you all for being very supportive to us. We are so delighted to have you. Our garden is looking posh, presentable and an unbelievable transformation. ”



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