

Community Matters



Hestia 'Gift, With Love Launch'

Working with families to build confidence.

Page 5

Work Placement with Dacorum

Find out what happened when Rebecca joined our Dacorum team for a work-based learning programme.

Page 6

Winchester Communal Gardens

Developing a community garden for sheltered housing residents.

Page 13



In this issue...



Community engagement

Easter Treats for Young Carers	4
Riding for the Disabled	4
Hestia 'Gift, With Love' Launch	5



Education, culture and employment

Rebecca Mullen - Work Placement	6
Bexhill Jobs Fair	6
West Herts College Work Experience	7
Ryan - Promotion at Slough	7
Inspiring the Next Generation	8
Winchester - Opportunities for all	8
Nicola Weymouth - Career Progression	9
Safe Driving Wins Prizes	9

Features

Careers Speed Dating	10
Q&A: Claire Giacobbe	11

Health and wellbeing



Diabetes Road Show in Slough	12
Winchester Communal Gardens	13
Supporting Young Carers	13

Environment



Waterside Allotment Volunteer Day	14
The Wombles Tidy Up Hastings	15
Kevin Patterson: Just Doing my Job	15



Welcome to the Spring edition of Community Matters.

Welcome to the spring edition of Community Matters. It's been an exciting and busy year so far - between April 2018 to the end of March 2019 we supported and delivered 156 initiatives in and around London and the South East.

People are at the heart of everything we do, and this edition of Community Matters brings you news on how our work is benefiting both young and old, as well as improving the local area.

There's also an opportunity for you to learn a bit more about us and the people behind our services as we speak with members of our team.

Enjoy the read and we look forward to continuing our work in the community throughout the remainder of 2019.

Jo Fletcher
Head of Engagement



*** 156**
initiatives
supported/delivered



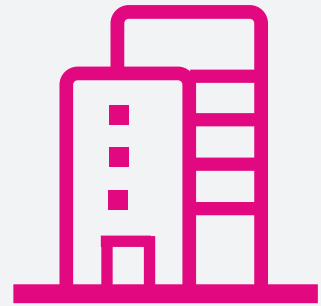
5,474^{1/4}
extra staff hours



6,988
local people
engaged/benefited

37

community
facilities improved



Cost of materials:
£8,179.87

* These figures reflect our social value impact from April 1st 2018 to the end of March 2019.



Community engagement



Easter Treats for Young Carers

The Osborne Team supported our friends at the Winchester & District Young Carers recently over the Easter break.

Winchester & District Young Carers mission is to improve the lives of children and young people with caring responsibilities by providing safe, quality support to individuals and offering an inclusive and holistic approach which considers the needs of the whole family. The charity offers 1:1 support, activities, days out and a wide range of support.

During the Easter break, the organisation held an activity and chill out day for children and young people to have a break from their caring responsibilities with time and focus dedicated to and for the young carers.

Various activities were held, such as making Easter hats, which our Community Investment Manager, Neal Allison judged and awarded the best decorated with a prize.

It was a relaxed day, where the children got to have fun and socialise and take time out from their normal day to day routine.

Anna Hamilton, Young Carers Support Coordinator said: "Thank you so much for the on-going support that Osborne provides. Neal, you're a star!".

Well done to all of our people – helping charities like this is at the heart of everything we do.



Volunteer Day at the Gaddesden Place: Riding for the Disabled

We recently spent the day volunteering at the Gaddesden Place Riding for the Disabled in Hemel Hempstead.

The Riding Centre was established in 1974 and is a dedicated space giving children and adults with special needs and disabilities the opportunity to ride horses and interact with friends.

With Dacorum Borough Council, five members of our team spent the day helping the centre with a number of tasks. They were set the challenge of painting fences, bridges, cleaning chairs and also cleared the sensory walk way in the woods.

A highlight for many was the opportunity to 'side walk' with the horses as the children were having riding lessons.

Chris Grant, Trustee said: "Thank you so much to the Osborne team for all of your hard work and enthusiasm. It makes such a difference to the centre and to all of those who use it and we are extremely grateful to you all".

Hestia Gift, With Love Launch

Osborne Property Services, in partnership with Slough Borough Council have been working with Hestia for the launch of their 'Gift, With Love' Appeal for 2019.

Hestia is a charity that supports over 9,000 adults and children in crisis across London every year. They provide support for those experiencing domestic abuse, modern slavery and mental health needs.

The campaign, 'Gift, With Love' is a one year campaign comprising of three strands. The first strand is centred on quarterly gifting to support families, through various themes including, Mother's Day, summer break up, a back to school pack and a Christmas appeal. Local schools will also play an important role in the creative building of the seasonal display and understanding the importance of giving back to the community.

The second strand is about creating work placement opportunities within our Slough office linked with Hestia. The aim is to provide a welcoming work environment where service users can build confidence and gain experience to support their career pathway.

Finally and as part of the campaign, we are asking our people and supply chain to donate business clothes. These donations will be shared with service users to help prepare them for interviews.

The event began with pupils from Holy Family Primary School displaying their work for the Mother's Day Campaign where they had



designed butterflies and flowers as wall art.

Windsor Forest Colleges Group - Langley College, Hair and Beauty Team were also in attendance, providing head massages to guests. The college has already pledged their support to the campaign through Hair & Beauty vouchers for service users.

We opened the event and welcomed Abigail Ampofo, Regional Director of Operations of Hestia, who talked passionately of the amazing work the charities achievements and aims before Sharon Crawley, Specialist Domestic Abuse Intervention Worker of Hestia told a story of someone who's life has benefitted from the work of Hestia.

It was a fantastic chance

to see the work that Hestia have already achieved, whilst gaining support and momentum for the upcoming campaign. There was also a chance for guests to ask questions at the end.

Abigail Ampofo, Regional Director of Operations, Hestia said:

"We are grateful for Osborne and Slough Borough Council's support of Hestia's domestic abuse services in Slough, through their new 'Gift, With Love' campaign. Many women and children escaping an abusive relationship leave with few belongings and in the first instance this campaign will help families get back on their feet. In the second instance, by providing work experience and CV workshops, parents affected will have a chance to rebuild

their confidence and, in the long-run, their families lives."

Councillor Nazir, who attended the event commented: "This campaign will not only raise awareness of Hestia, but by engaging with local schools and colleges, there is a true feeling of our community coming together for the greater good. Our shared aims for the campaign over the coming year are; that we create work placements, raise awareness and gift those families who often arrive at Hestia with no more than the clothes they are wearing".

If you would like to know more about 'Gift, With Love' or would like to donate to the campaign, please do get in touch with Claire Giacobbe, claire.giacobbe@osborne.co.uk or on 07799 905 178.



Education, culture and employment

Rebecca Mullen– Work Placement



Recently, we offered a Work-Based Learning programme in partnership with Astley Cooper School.

Rebecca joined our Repairs and Maintenance Team as a Plumber Operative on our Dacorum contract for a work based placement over eight months.

Rebecca has been gaining experience, working alongside our Operatives and Supervisors, whilst also utilising her new skills within our training facility.

She says: "My time at Osborne has been very enjoyable and has allowed me to further my skills in plumbing. Everyone has been so welcoming, and this placement has convinced me that I would like to become a plumber in the future".

Erica Hodges, Work Based Learning Tutor for the

programme, said, "Rebecca is a real credit to both the course and the school. She always works hard, and we have watched her grow in confidence throughout the placement. It has been a joy to work with her and Osborne".

Rebecca's dedicated mentor throughout the placement has been Anthony Banham, Plumber at Dacorum, "Since Rebecca has been with us, I have enjoyed teaching someone who actually wants to learn. She has grown in confidence and has been so willing to learn and get involved".

Rebecca has taken part in additional training throughout her placement to include Dementia Awareness, Health and Safety, as well as attending company briefings from the Managing Director providing her with the full

experience of working for an established Construction company.

Osborne's Carol Bailey said: "Supporting programmes like this has had an extremely positive impact on our staff, who embrace the opportunity to mentor young people and pass on their skills and knowledge. We believe this programme could really help

bridge the gap between education and employment for young people."



Bexhill Jobs Fair

Osborne Property Services were invited to attend the annual Bexhill Jobs and Apprenticeships Fair in partnership with Optivo.

The fair, in association with Hastings Direct and Bexhill College, was a fantastic opportunity for the local community to explore the best employment, learning and skills development in the area.

More than 50 exhibitors were at the event and we worked with our colleagues from Optivo, advising visitors in terms of career opportunities and what is available.

The event was a great success, and we also met Hugh Merriman MP who was keen to see our work in the local community.





West Herts College Work Experience Placement

With a current skills shortage in the industry, a key aim through our work in the local community is to encourage young people into a career in construction and realise the variety of roles available.

In partnership with West Herts College, we have welcomed two students to our Dacorum office for work experience

Both Terri-Lee & Tom will be spending time in most departments across the business, including the call centre, community engagement and helping out in the warehouse.

This work experience placement builds part of a new approach for students who are studying a technical qualification, such as Construction.

In 2020, students will need to participate in a minimum of 45-60 days in work placement across the year, in order to complete their course. West Herts College

have already started to incorporate this into their curriculum.

Chris Pearson, Director of Corporate Affairs for West Herts College said: "Thank you for your help with student placements, Osborne's commitment to the scheme is much appreciated"

Sarah Askey, Community Investment Manager for Osborne, said: "We are passionate about supporting work placement schemes as they have an extremely positive impact on our own employees, who love the chance to mentor young people and pass on their skills and knowledge to the next generation.

We are extremely impressed with the attitude; behaviour and work ethic that both Terri-Lee and Tom have shown. We believe that this programme could really help to bridge the gap between education and employment for the young people of Dacorum."

Career Development For All at Slough

At Osborne, we are passionate about developing our people, and it is widely acknowledged that people who continually develop and learn are happier in their careers.

We have recently promoted a bricklayer to a supervisor at our contract in Slough, which demonstrates just how we develop and promote our people.

Ryan Smith began working with us a sub contractor, and from the start, we were really impressed with his worth ethic.

He continued to work for us as a sub contracted Bricklayer and associated Wet Tradesman before transferring over to us as a full time employee.

In the run up to Christmas, we were trying to plan for the out of hours cover. This period can be quite hectic and requires a Trades Person with very good knowledge and a varying degree of skills to carry out the works that could potentially come in.

Ryan was quick to come forward and we gave him some additional training in preparation for the cover, including one on one familiarisation with a

Plumber and a Carpenter. He also spent a week becoming acquainted with other maintenance tasks, such as gaining entry to locks and attending to fire alarm activations.

Throughout the Christmas period, Ryan coped with the workload extremely well and we were really impressed with his can-do attitude.

The position of Repairs Supervisor recently became available and Ryan applied. Michelle Davies, Account Director and Simon Holmes, Compliance Director, interviewed Ryan and were captivated with his attitude and knowledge. It was with no hesitation that he was offered the role which he accepted.

Since then, Ryan has adapted well to the change and has become a great addition to the team.

This example shows that anything is possible at Osborne, and we are proud to offer so many opportunities and to up-skill out people





Inspiring the Next Generation – Haybrook College

Students across Slough were given the chance to learn more about careers in construction as we teamed up with the Haybrook College Trust.

Haybrook College Trust is committed to supporting the educational and personal development of young people with complex social and emotional needs in Slough and surrounding areas.

The Trust offers students personalised teaching and learning pathways that will enable them to achieve both academically and socially, with the aim of making the student feel like a valued member of society.

The event was organised in partnership with Slough Borough Council and Learning to Work. Learning to Work is a local organisation that links businesses with education to help prepare young people for the world of work.

Students took part in a variety of workshops to meet and engage with employers and find out about career options.

There were various businesses in attendance

at the event, including the Army and Health Service.

Osborne delivered an ice breaker activity, followed by an interview quiz encouraging the students to think about interview techniques. The students then took part in an interactive activity where they had to work together as a team.

The session inspired many students to think about their own career possibilities and what opportunities are available within the industry.

Sahera Tariq, Client Services Co-ordinator, Slough Borough Council and Neal Allison, Community Investment Manager, Osborne Property Services who supported the event commented:

Sahera: "This was a great opportunity for young people to see the possibilities available to them after completion of their education, and for our partnership to be able to invest in the community."

Neal: "It is important that we build strong relationships with schools and inform young people of the different careers which are available".



Providing Opportunities For All

Osborne have been supporting a local college student through work placements over the last three years.

Rhys joined our Repairs and Maintenance Team in Winchester working under the supervision of Darren Whitfield, Service Delivery Manager.

With our Operatives, he visited resident's homes carrying out a variety of repairs and improvements to properties, which included assisting our carpenters with fitting door frames and installing new window casements.

The placements with Osborne have improved Rhys's confidence, helping him to improve his knowledge of the industry in a live and busy workplace.

Lisa Hatherell, Eastleigh College Learning Assessor said, "Rhys has almost completed a two week work experience with Osborne and he has had a very positive experience working with the team on a number of different types of construction jobs.

Rhys has really enjoyed his placement, learning new skills while strengthening and developing crucial employability skills too. Eastleigh College are very grateful for all the support Osborne has given".

Darren Whitfield, Service Delivery Manager said: "This is the third year we have supported Rhys through work experience and it has been very rewarding to know that his confidence has grown and learnt new skills with the support of the team.

"We all have been extremely impressed with the attitude, behaviour and work ethic Rhys has shown throughout his placements, well done Rhys!"

Career Progression is a Real Possibility at Osborne

In the UK, only 20% of the total construction workforce is made up of women* and only 12% of engineering workers are women. Despite numerous campaigns by the government, the numbers are struggling to improve.**

However, we create opportunities for our people to develop.

Nicola Weymouth is a great example of this, and here, she tells her story on how she has achieved her career aspirations at work:

"My career with Osborne first started as a Resident Liaison Officer (RLO) at our Walthamstow Contract in 2013. I then moved over to Dacorum in June 2014.

"I quickly discovered my

ambitions to become an Assistant Site Manager as this role involved working with both sub-contractors and client side. I wanted to learn and understand the operational elements which bring positive change for residents.

"I was promoted to Assistant Site Manager and have gained knowledge from many people across the business. I am currently studying for a Level 4 Certificate in Site Management which will benefit my career.

"Osborne has offered me a new role within Infrastructure where I'll be working on Planned Preventative Maintenance at London Bridge Station. This is a great project to work on and I'm really excited to be



developing my career with the aim of becoming a Site Manager. I can't wait to get started in my new role and thank Osborne for all the training and support I have gained to get me to where I am today."

* Women in Construction,

the race to gender equality report. 2018 (Accessed 13th March 2019).

** Engineering UK Report. 2018. (Accessed 13th March 2019)

Safe Driving Wins Prizes

Osborne actively promotes safe driving for all of its employees, for both personal or business vehicles. Recently, one of our people won a prize for taking part in the Activa Drivers League.

Jackie Rowland, Customer Service Representative who is based at our Optivo office in Hastings, became the recent winner of Activa Contract's latest risk management initiative which is run in partnership with Lightfoot.

The league encourages smoother, safer driving across many fleets using both Activa company cars and vans and Lightfoot's driver behaviour technology.

Every week a driver is rewarded with a great prize, and this can vary from week to week. There are more than 2000 drivers entered into the draw, so it is very competitive!

To be considered for the draw, each week's winner must reach "Elite Driver" status – by achieving a Lightfoot score of 85% or above.



Those who reach that target achieve the greatest savings in fuel and emissions.

Jackie won a paintballing session for four people,

and was presented with the prize by Paul Brazier, Service Delivery Manager.

Congratulations Jackie!

Careers Speed Dating at Adeyfield School, Hemel Hempstead



We took part in a Careers "Speed Dating" event recently, held at Adeyfield School, Hemel Hempstead.

We joined a number of local employers to engage with year seven students.

Each employee had eight minutes to tell students what "work" is actually like. It was also an opportunity to raise the awareness of Osborne and the various career prospects that are available within the construction industry.

The students were really

involved in the session and asked a wide variety of questions about what work is like.

It was interesting to learn about what their thoughts are in relation to working and what their aspirations are for the future.

Four members of staff from our Dacorum contract attended the event and found it a great experience. It allowed them to reflect on the impact they had and can have on the next generation. We are looking forward

to taking part in this event again.

Sarah Askey, Community Manager for Osborne said: "We love getting involved in events such as this, to inspire the next generation and provide guidance on the various opportunities that Osborne have.

The feedback from the school was: "Thank you so much for coming to visit us! The year 7's loved the session and getting to learn so much from you all! It has definitely given them ideas

for different careers in the future".



Q&A: #MeetOsborne



Name: Claire Giacobbe Job Title: Community Investment Manager

Q: Please tell us a little about your background and how you came to work for Osborne?

My previous employer was a confectionary company and I worked there for the past eight years. In the last 18 months, I was the Internal Communications Specialist and also managed the volunteer programme. My real passion is working in and around the local community, and so when I saw this role advertised it ticked a lot of boxes for me and was very appealing.

Q: What does your role involve?

The role is certainly very varied! I have to ensure that the community initiatives we are working on reflect our customers' needs and aspirations. There is a key focus on increasing investment in neighbourhoods. I also work to deliver many community initiatives, as well as organising volunteering, and working with both the public and private sectors.

Q: What challenges do you face in your role?

Well I've only just started so I'm not too sure yet!! The challenges I could possibly face are changing mind-sets within the community. Getting people to volunteer for events can also be tricky!

Q: What's the best thing about your job?

For me, it's all about serving and supporting a community I grew up in.

Q: How do you like to spend your time when you're not at work?

I enjoy spending time with my husband and two sons, I'm pretty active so like to go for runs and walking my dog, Hetty. I love socialising, listening to music and dancing. A passion of mine is buying new shoes



Health and wellbeing



Diabetes Road Show in Slough

We organised a three day road show in Slough with specific focus on diabetes.

Osborne works in partnership with Slough Borough Council, providing a service for planned works and repairs for over 7,000 homes across Slough. Central to this is a health and wellbeing commitment which includes awareness, prevention and guidance.

Working with Slough Borough Council and Slough Council for Voluntary Services (SCVS), the road show reached three

community venues in Britwell, Chalvey and Slough High-street.

Diabetes is a major health problem in Slough, with a higher than national average proportion of people diagnosed diabetes and low physical activity rates.

Meeting with a number of residents throughout the three days, we, along with partners Diabetes UK, worked to inform and raise awareness of diabetes and diabetes prevention.



We are planning on running other awareness days later in the year and will publish these dates shortly.

Jo Fletcher, Head of Engagement for Osborne said, "Working with partners, our aim is to understand

the needs of the local community and to develop programmes and initiatives to support them. Over the next year we are going to be looking at other initiatives based on our on-going insights and learning from residents".



Winchester Communal Gardens

Over the last four years, Osborne has been working alongside students from Winchester Hub to maintain and develop a community garden at the Stanmore Valley resident sheltered housing scheme.

We have been supporting the garden from the start by installing raised beds and have returned twice a year to plant new vegetables and freshen up the garden ready for spring. The garden becomes a popular outside space in the summer.

On this occasion, we tidied up the garden and prepared it for the upcoming summer months by planting vegetables, a bean growing system and installing a bird box. We provided the compost, plants, and the bird box for the scheme, and this will help to keep residents healthy, active and reduce isolation.

The scheme involved students who were keen to

develop intergenerational relationships with residents and improve their local area. The residents liked engaging with the volunteers and enjoyed spending time with the students.

To top off the day, the residents made cakes and scones for the volunteers and students which were well received!

The Stanmore Valley team said: "The help we get from Osborne and the students is invaluable to us. It gets us up and running for the gardening year ahead by doing a lot of the heavy work and continuing our project. This is now our 4th year of working with Osborne and we are looking forward to continuing our relationship in years to come".



Winchester Community Action Day

Osborne supported the Winchester Community Action Day on Tuesday 12th February. The day was set up with Winchester City Council and student volunteers, who were taking part in the event as part of National Student Volunteering Week.

Local Councillor Jamie Scott was present throughout the day and said: "Thank you for a great day, it was great when the sun came out!"

The volunteers painted park benches, picked litter and planted 1000 snow drop bulbs in time for spring.

All of the materials were supplied by Jewson's and it was a successful day overall and we received some great feedback from the WCC Resident Tenant Team: "Thanks to Osborne who were there yesterday, I hope the snow drop bulbs settle in for spring!"



Environment



Waterside Allotment Volunteer Day

Osborne teams joined forces to help the Waterside Centre transform their new allotment.

The Waterside Centre provides support for local residents with additional needs and has been running for 29 years. The Centre delivers social, educational and training opportunities for adults with learning disabilities.

Working with volunteers and our team members, we transformed the allotment to make it fit for purpose in a number of ways; clearing old weeds, re-establishing the vegetable beds by using donated scaffolding boards and building a shed donated by us.

The Centre is planning on using the allotment to grow produce which will be sold in their "Watershed Shop". Service users will be encouraged to maintain the allotment, promoting the benefits of staying active.

Waterside commented, "Everyone at the Waterside Centre is so thankful for all that Osborne does to support our work.

Every time we come up with a big idea, they are right there with us, supporting us with practical help to make it become a reality. The groundworks that have been done by Osborne would have taken us months! Thank you Osborne!"

Well done to everyone who volunteered on the day.



Kevin Patterson: Just Doing my Job

We always strive for our people to deliver excellent customer service; and recently, an electrician at our Dacorum contract showed true compassion and kindness to a vulnerable resident.

Kevin Patterson, an electrician, attended a resident's property out of hours with a report of no power to the property. When Kevin arrived, there was initially no answer but he could hear someone calling him in. As Kevin entered the property the resident, an elderly male was lying on the floor between the kitchen and hallway.

Without a moment of hesitation, Kevin offered assistance by helping the resident to a standing position and helped him to the lounge. The resident was a little embarrassed by

the situation and refused any assistance in terms of calling relatives or medical help.

After being reassured that the resident was not hurt and comfortable, Kevin worked to trace the fault and rectified power to the property. The electrical fault was traced to the shower, with the follow up repair booked in for the following week. Kevin, however, was aware of the resident's wellbeing and made a decision to complete the work the next day (Saturday). He completed a full repair so that the shower could be used safely with no delay or inconvenience to the resident.

This is a great example of our operatives often going the extra mile. When asked about the job, Kevin simply said, "Well I was just doing my job". Well done Kevin!

The Womble's Tidy Up Hastings!

We spent the day recently with Optivo volunteers to help tidy up Downs Farm Estate in Hastings, East Sussex.

This project forms part of our clients' social value framework which addresses estate improvements and community inclusion.

Along with our colleagues at Optivo, we spent the afternoon tidying up the large estate, and collecting bags and bags of litter for recycling.

Our community investment with Optivo means that together we are focused on improving communities, creating employment and skills opportunities with the aim to improve economic growth.

Optivo said:

"Thank you so much for volunteering yesterday, everyone did a great job!"

We have got a further Litter Pick organised with our Optivo colleagues on the 18th July at Chiltern Drive, Hastings.



Community Matters

Contact us



Sarah Askey

Community Investment
Manager

Sarah.Askey@osborne.co.uk



Neal Allison

Community Investment
Manager

Neal.Allison@osborne.co.uk



Claire Giacobbe

Community Investment
Manager

Claire.giacobbe@osborne.co.uk



Osborne Property Services

Fonteyn House, 47-49 London Road
Reigate, RH2 9PY
0800 0258 008

www.osborne.co.uk

Follow us on Twitter  @OsborneNews