

# Community Matters



**Silver Sundays**  
Read how we've been delivering Sunday Roasts to the many!

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**Recruiting Future Talent**  
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**The Wombles**  
They've been tidying up areas in East Sussex - yours might be next!

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## Welcome to the Autumn edition of Community Matters.

Welcome to the autumn edition of Community Matters. It's been an exciting and busy year so far – between the beginning of April to the end of October 2019 we supported and delivered 153 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 share stories about what our team have been getting up to this autumn.

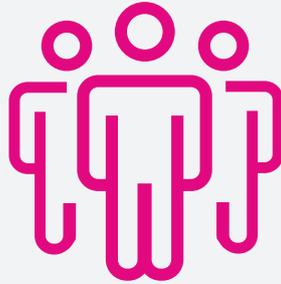
Enjoy the read and we look forward to continuing our work in the community.

Jo Fletcher  
Head of Engagement



**153**

initiatives supported/delivered

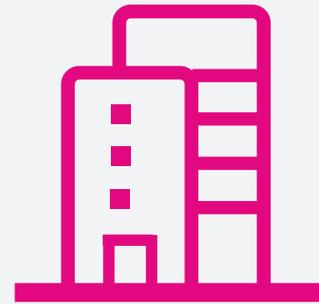


**10,682**

local people engaged/benefited

**17**

community facilities improved



**298**

extra staff hours



Cost of materials:

**£11,869.61**

These figures are from the 1st of April to 31st October 2019.



# Community engagement



## Silver Sundays in Winchester

**Sundays are all about a great Sunday lunch, which is what social enterprise 'First Bite' have been providing in Winchester.**

FirstBite uses surplus food from charities, food retailers, local growers and allotments to make healthy, nutritious meals for groups in the community.

We supported the events along with student volunteers from the Winchester Hub and Rick Stein's Restaurant in Winchester. The majority of the food is sourced from FareShare, who distribute surplus food throughout Winchester.

The events are aimed at older residents in the local area, with the aim of easing isolation, generating conversation and improving overall wellbeing.

Guests are treated to a two course Sunday lunch with various activities, which have included musical activity sessions and quizzes.

Many local residents commented on the event saying: "Sunday is the loneliest day of the week for me, as it used to be a family day. I am thrilled to be here, have the opportunity to dress up and talk to people".

**Jo Fletcher, Head of Engagement said:**

**"Seniors are the age group most prone to loneliness so the Silver Sunday' lunch club is a fantastic way to bring people together."**



## Having a 'spooktacular' time on Halloween

**Halloween - a time for all to have fun, watch scary movies and go trick or treating! In Winchester, the Young Carers held a terrifyingly good party!**

The Young Carers was founded in 1999 and currently supports young carers aged 8 to 17 who live in the Winchester District. For many, this party was a chance to have the afternoon off from their normal caring duties and the opportunity to have fun.

Osborne helped to decorate the hall with spooky decorations, and supported various activities including arts and crafts, face painting and apple bobbing. Pumpkins were kindly donated from Tesco which were carved into a variety of different shapes and patterns.

The young group left the event very happy and clutching pumpkins, wind chimes which they had made and buckets full of sweets!



## Transforming the High Street in Slough



**It's known in the UK at the moment that there a number of empty shops on the high street - bring in a brand new community space, right in the heart of Slough!**

HOME on the High Street is a pop up a space for residents to be creative, share their stories and collaborate with artists from around the world. HOME Slough shares this space with community groups and together they provide lots of ways for the public to be creative, and enjoy cultural activities. It also provides space for local and national artists to make and present their work. HOME Slough's mission is to increase opportunities and awareness of all the arts in Slough and encourage more people to participate in arts and culture.

The disused shop in the Observatory Shopping Centre, was in urgent need of a face lift. We were tasked with painting the ground

floor of the shop, giving it a clean, fresh and vibrant feel.

Over two days in the summer, we managed to cover 3965sq ft of walls and woodwork, making the space look renewed.

Generous volunteers stepped forward from several organisations, and local businesses, including Bell Group, ADL Connexions and Mix Up Reality who contributed to 96 hours of volunteering.

Once all of the renovation was complete, there was a launch event at the centre. The occasion was celebrated with the unveiling of a plaque, presented to HOME Slough, and there was also the opportunity to have a tour around the new facility.

The centre has been a great success already, with 879 different sessions held already.



**Councillor James Swindlehurst commented:**  
**"Home on the High Street is a great space for residents to explore their creative sides while sharing new ideas with artists from around the globe and its already proving to extremely popular with over 3,000 visits this year. The new kitchen, ground floor toilet facilities and**

**the redecorated exhibition space will allow up will allow Home Slough to reach new audiences and provide memorable arts and cultural events that celebrate our town and I like to thank all involved in this success, especially our partners Osborne."**



# Education, culture and employment

## Building up confidence in East Sussex



**For many young people, getting a job can be tricky in this day and age - which is where the fantastic Build Yourself project comes in...**

Build Yourself is a project which aims to teach painting and decorating skills to unemployed youth aged 18 to 24 across East Sussex. It's a great opportunity for young people to build their confidence and get real workplace experience, as well as gaining a CSCS card to aid with future employment. The course focuses on decorating a community venue or space over five weeks, transforming the local community.

We have supported two separate Build Yourself

programmes, once of which was in Pebsham Community Centre in Bexhill. At the centre, we were able to give some interview advice, get involved with the decorating and attend the celebration event. It was fantastic to see how thrilled the community were with the transformation of the centre, and each participant of the project was given a tool kit and certificate.

From this project, we were able to offer two weeks work experience to Liam, who had been brilliant on the course. He spent time working with our operatives working on repairs in areas such as roofing, plumbing, carpentry. Liam also spent time in the Optivo call centre, gaining a

full understanding of how the contract works. At the end of the two weeks, Liam was awarded with a certificate and voucher, with Hannah King from Optivo attending the presentation.

**Liam said:**

***"I enjoyed learning new skills in different trades, I also liked working in a proper work environment and understanding how things work. Thank you to all of the operatives for showing me what to do, everyone was very welcoming."***

In October, the next course started, with the aim of

decorating the main hall at the Mencap centre in St Leonards on Sea. The project participants met with centre staff and service users who chose the colour scheme for the hall which is used for arts, crafts, workshops and a Saturday night disco. Neal Allison, Community Investment Manager has been helping out during the project to decorate the centre which has been going well.

We also ran Mock Interviews for the participants, allowing them to gain interview experience and see what it is like to attend a job interview. Participants were given detailed feedback of what went well and how to be even more successful.



## Working in partnership to help young people in Slough

**It's not just East Sussex where we've been helping to develop young people's skills, but Slough too!**

We have joined partnership with the London Irish Foundation, which works with young people aged between 16 and 24 and not currently in education, employment or training.

When young people are on the programme, they gain recognised qualifications whilst also undertaking work experience.

**Michelle Davies, Account Director said:**

**"This is a brilliant opportunity to get involved with a scheme that is making such a difference to young people's lives".**

This is the first year that the London Irish Foundation Team will be working in Slough and they have joined forces with a number of local schools, Thames Valley Police and the Council's Youth Team.

The programme is very flexible and each course is tailored to the individual,

with young people taking part in a number of courses and gaining qualifications.

**Councillor Mohammed Nazir, Cabinet Member for Housing and Community Safety, said:**

**"This is a great programme which Osborne is partnering with. We hope that the offer of work experience will give these young people an insight into the working world and the confidence and skills needed to gain employment."**

## Improving skills for the future in Dacorum

**In Dacorum, we've been reaching out to all ages to host a variety of interactive workshops at our Tenant Academy.**

In particular, we've been able to offer a number of workshops including: basic DIY training, up cycling and decorating. These are held at our dedicated training facility in Hemel Hempstead.

In May, we hosted a basic DIY course where ten residents came along to learn various DIY skills, including changing a toilet seat, light bulb, plug and fuse as well as using tools and hanging a curtain pole. This gives the tenants the opportunity to maintain their property and also gain confidence in DIY.

**Tenants relished the course, with comments including:**

**"The course was very helpful, I would love to learn more"**

Over the summer, we hosted a decorating course. Nine local residents were given the opportunity to wallpaper, paint and learn tiling. This course empowers local tenants and gives them skills which can not only enhance their own environment at home but also can be a stepping stone into employment.

At the workshop, two of our dedicated engineers and supervisor were on hand to teach and guide residents. All who attended said that they felt their confidence and skills had improved from attending the course which was a fantastic response.

**Residents commented on the course, saying:**

**"Everyone has been so friendly, we have had hands on experience, the team were amazing!"**





## Improving children's safety in the South East

**Children's Safety is so important to us - which is why we've been delivering assemblies to promote this across all of our contracts!**

Over the last few months, we have been busy delivering a number of the assemblies to students in the South East. The school safety talks consist of speaking to students about the dangers of building sites, how easily accidents can happen and an introduction to PPE (Personal Protective Equipment). We then invite the pupils to take part in a drawing competition, illustrating what they have learnt. After a couple of weeks, we returned to the school with Rosie, our mascot and awarded prizes for the winning designs. The

drawings are then laminated and are displayed on boards outside local construction sites.

We have delivered these assemblies at Markyate Infant School in St Albans, Langley Primary Academy in Slough and are currently looking to deliver the assemblies in East Sussex.

**Staff at Langley Hall Academy said:**

**"The assembly was pitched at the right level and the children were really engaged throughout, and loved trying on the PPE, thank you!"**

## Recruiting future talent

**Apprenticeships are a hot topic in the news at the moment - and we've been busy recruiting the best in new talent!**

In both Slough and Dacorum, we hosted an Apprentice Recruitment Day in September after an extensive marketing campaign and visiting local schools and colleges. We were looking for Business Administration as well as Trade Apprenticeships.

At both of our offices, we then held a full day assessment where there were various assessments, interactive sessions and one on one interviews. In Dacorum, West Herts College joined the event to give advice on the entry level requirements for the different roles advertised, and in Slough, Langley

College offered a similar role.

In Dacorum, we were lucky to have two photography students from West Herts College who were able to take great photos of the day!

We also gave advice on traineeships and work experience, with both events being well attended. From each, we have been able to offer apprenticeships and are looking forward to welcoming the new recruits soon!



## Developing the next generation in Slough

**We welcomed eight students from Langley Academy for a "Work Inspiration Week" - a brand new kind of work experience in Slough!**

The programme was delivered in partnership with Learning to Work, a local charity who work to benefit local young people, schools, colleges and businesses in Slough.

Each day was focused on a different theme, ranging from communications, the use of virtual reality in the workplace, learning about apprenticeships and a day in the life of an operative.

The week was fully packed with lots of different workshops which were led by both Slough Borough Council and Osborne staff. We also invited external

organisations to join us to share their experience with students, including Immersive Computing Labs, Maxis, ADL Connexions and Men's Matters.

The tailored programme also comprised of some volunteering opportunities to include painting of fence panels at a residential block. This is also where the charity Men's Matters is based, with the aim to bring together older men in the local area. On completion of the fence painting, students and residents celebrated with a picnic in the communal garden.



**Nancy Lalor, Operations Director at Learning to Work said:**

**"Working in collaboration with Osborne and other like-minded organisations we have been able to create a bespoke programme that has really inspired, motivated and created a genuine interest in local organisations and all they have to offer."**



## Osborne wins 2019 Employer Excellence Award for inspiring the next generation

**We were thrilled to have been awarded the 2019 Employer Excellence Award from West Herts College - what an achievement!**

The aim of the Work Experience Placement Programme is to support young people and help them to decide their paths after they leave full time education, whilst teaching them new skills and building their confidence.

We have held successful placements for a number of students from the College, and for each of these, created, a bespoke programme, allowing each

student to shadow a number of our team members across various departments tailored to what best suits their career aspirations. Students spent time with the following areas of our business; Community Investment, contact centre, assisting with the helpdesk, warehouse management and surveying. All of these have enabled the students to learn new skills and gain confidence in a workplace environment.

**One of the students who took part in the programme, Terri-Lee Stent, said:**

**"Thank you Osborne for everything you've done over the past eight weeks - it's been great!"**



**Chris Pearson, Director of Corporate Affairs at West Herts College said:**  
**"Partnerships with supportive employers like Osborne are so important. The workplace opportunities they offer are key to developing our students' work readiness."**



# Supporting Sussex and Kent Young Carers



**For the fourth year running, the Osborne team joined volunteers from Optivo to support the Imago Kent and Sussex young carers activity day at Bowles Centre in Tunbridge Wells for a jam packed day of activities.**

There are over 13,000 young carers in Kent and East Sussex and being a young carer can have a negative impact on them such as low confidence and self-esteem. The aim of Imago is to reduce the negativity surrounding young carers

and highlight the positives such as increased resilience, empathy and a caring nature.

The charity was offered the use of Bowles, an outdoor activity ground where the group had the opportunity to explore in a safe environment. They were able to try rock climbing, low ropes, team high ropes, archery and wood craft. All of the activities were greatly received, and gave the children a chance to learn new skills and meet new friends.

Volunteers from both Osborne and Optivo helped to welcome the young carer's arrivals and were then allocated a group to work with for the day.

We took along our interactive 'Buzzer Game', where all children won an Osborne gift bag containing a number of goodies.

At the end of the busy day, the group added their thoughts to the re-usable 'graffiti wall', made by our operatives. Moving forwards,

Imago will be able to use this wall for future events and workshops.

**Fiona from Imago said:**

***"The Osborne team were awesome, I have heard how great the volunteers were and I think it really worked having them join the groups for the day to get involved. Thank you all once again."***

# Work Experience with Slough and Eton School



**Our commitment to work experience has no limit - find out how we've been supporting even more students in Slough!**

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

Three students joined our Repairs and Maintenance Team in Slough working with our plasterers, carpenters

and electricians. With our Operatives, they visited resident's homes carrying out a variety of repairs and improvements to properties.

Another student focused on business administration and learnt about the work of many departments in our office in Slough; including the contact centre, compliance and community investment.

One of the students, Liandra said: "I just wanted to say a big, big thank you for taking me through this journey at

Osborne. I have learnt so much from various people and lessons that I can take into my future career."

The placements with Osborne have improved all of the four student's confidence, helping them to learn skills for their future careers and also to inspire them with what is possible after they leave education.

**Community Investment Manager Claire Giacobbe said:**



***"This is the first placement we have held with Slough and Eton School and it has been a great success, all four students have grown in confidence and learnt new skills with the support of our team."***



# Health and wellbeing



## At the heart of community spirit in Winchester

**We love a tea party! It's a fantastic change to engage with local residents, and even more - have tea and cake! Read how we supported the recent TACT Tea Party in Winchester...**

Student volunteers from Winchester Hub helped throughout the day, by dressing the hall, waiting tables and in the spirit of the day dressed with a nod to 1940's.

A world war two jeep parked outside the venue entrance together with the wartime posters helped

set the theme upon arrival, with many guests stopping to have photos taken with the jeep, and a gentleman dressed in military attire.

The 1940's memory table laid out a selection of household and children's wartime items including clothing, gas masks and was a big draw on the day.

Osborne's Vickie Stevenson, baked a 'National Loaf' for the event, made to the governments wartime recipe. For some the loaf was a sampled curiosity, for others, a taste, memories



and conversations of a younger time.

**Head of Engagement at Osborne Property Services, Jo Fletcher said:**

***"We are more than happy to support events that can help to reduce the feeling of isolation, improve wellbeing, and bring people together in an environment of fun."***



## Give peas a chance

**Pupils of Winnall Primary School got the chance to get their hands grubby and learn about healthy eating, all at the same time!**

This project links into our social value category of improving health and wellbeing for our residents by encouraging healthy lifestyles and good nutrition.

Supported by our colleagues at Winchester County Council, the class created plant reflectors and sowed peas which will grow in the next few weeks and the pea shoots will be eaten by the pupils.

The class had already learnt about growing plants and so were aware of what it takes to look after the peas.

**Winnall Primary School said:**

***"Thank you so much! The children really like the fact that they have a whole container each, so will take the reflectors home with them. We look forward to the next project with Osborne!"***



## Tackling holiday hunger in Slough

**Families learnt how to cook delicious, healthy and affordable meals during the holiday.**

The Good Grub Club is an initiative created to combat holiday hunger, supporting families by hosting cooking workshops for the parents whilst children also enjoyed interactive activities. The Club ran for a six week period through the holidays.

Parents learnt to cook healthy and affordable meals under guidance of a Chef, whilst the children took part in fun activities. We joined other local organisations and charities, including ADL Connexions, Men's Matters and Slough Borough Council.

Each week saw around ten

families attend, and after they had learnt how to cook the meal, it was shared with the children and other families.

**Claire Giacobbe, Community Investment Manager said:**

***"Everyone was grateful to all the partners coming together. The children had a fun time trying out new activities whilst their parents learnt some new cooking skills which we hope will support families for the long term."***



# Environment



## The Wombles tidy up Hastings!

**Watch out East Sussex - there's no stopping our Wombles tidying up the streets and making it a better place to live!**

Alongside a number of Optivo volunteers, we have visited Downs Farm Estate, Broomgrove Community Centre and Tilekiln Community Centre.

Studies show that litter is one of the first signs of social decay and litter on streets, in parks or the High Street does not only have

an environmental impact but also an effect on a communities wellbeing and mental health.

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.



**The team at Optivo said:**  
**"Thank you so much for your enthusiasm and support, it's been great!"**





## Helping to create a safer community this summer

We love to engage with our residents - which is why we popped along to a large number of community events throughout the summer months!

their interest on how to become a Tenant Inspector.

**Stephanie Bailey, Housing Projects & Engagement Officer for Dacorum Borough Council said:**

***"It was great working with you today, I had a great time and it shows how well as teams and partners we can work together."***

The aim of the event was to inform the local community of various services the council provides and other initiatives such as: new dog laws, tenant inspectors, tenant academy and the Osborne Apprentice Recruitment event.

Over 70 people directly engaged with our stand, with many local residents signing up to workshops at the Council's Tenant Academy, and expressed



## Party in the Park

For the fifth year in a row, Osborne supported Winchester's Party in the Park, with over 1500 local residents coming along to join in the fun on a summer's day!

Winchester Party in the Park is a free event, bringing the community together. The event is organised by residents and tenant representatives in partnership with Winchester City Council and The Carroll Centre. With fun-filled family music, entertainment, activities, a children's funfair and stalls; there was something for everyone. On the day, we helped

a team of community volunteers set up for the event, covered stalls during breaks, collected litter and helped to pack up towards the end of the day. Our mascot, Rosie, was also in attendance and walked around the park, greeting local residents and their families.

**Mark Maitland from Winchester City Council said:**

***"Thanks again for all of your support on the day and the continued support we get from Osborne."***

# Community Matters

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