

Community Matters



Osborne

YES Shop Redecorating and
Remodeling

Page 6

Supporting a Disability
Employment Fair at the
South Hill Centre

Page 11

Volunteering at a
Vaccination Centre 2021

Page 12

In this issue...

Well-Being

Winchester Fish and Chip Lunch for Social Integration	3
Keeping Kids Active in Winchester	4
International Men's Day celebrated loud and proud.	4

Equal Opportunity

YES Shop Redecorating and Remodeling	5
DENS Sleepout with Dacorum	6
Women in Construction	6

Fighting Climate Change

Recycled and Reused Materials for Dacorum Insect Hotels	7
Litter Pick Arun District Council	8
An Osborne supply chain with a difference, Mencap Riverwood	8

Tackling Economic Inequality

Apprentice Day at Slough	9
Supporting a Disability Fair at the South Hill Centre	10
Hemel Hempstead School Employability Day	10

COVID-19 Recovery

Volunteering at a Vaccination Centre 2021	11
Resocialising 60's Themed Tea Party at Winchester	12
Bersted Green Court potting planting social re-engagement	12

Hear from our Community Partners

Britwell Youth and Community Centre Slough	13
Tenant Championship Lead and Tenants and Council	14
Community Action Dacorum	14



Foreword by Jo Fletcher Head of Engagement:

As we enter 2022, we have reflected on the tremendous impact we have made in the previous year across our communities. Working through lock-down and coming out the other side, we have collaborated on a wonderful number of initiatives, from supporting food banks to refurbishing community spaces as well as marshalling at some very busy Covid vaccination centres. Everything we do is about building thriving communities.

Our Social Value Team has worked very closely with our clients to understand what matters in their communities. From this learning, along from resident feedback we have designed Social Value Plans from the ground up to tailor activities that supports these needs. Working with our dedicated community partners, aspiring volunteers and engaged local residents, we have have created opportunities that make a difference to people lives.

In this issue of Community Matters we have brought together a variety of stories that we are very proud to share with you, demonstrating the impact that we have made collectively.

We would like to take this opporutnity to thank our people, volunteers, community partners and supply chain partners for donating your time, materials but most importantly for sharing in our belief.

Jo Fletcher
Head of Engagement



Well-Being

Winchester Fish and Chip Lunch for Social Integration

We supported the Hyde Gate sheltered scheme Fish & Chip social Saturday. An occasion to re-engage, re-socialise, re-build social confidence for the attendees.

Post lockdown, socialising for many became quite an intimidating prospect. Especially for those who had been isolated due to being at risk.

To support the people of the Hyde Gate sheltered scheme, we organised a social fish and chip lunch. Bringing people together, they had the opportunity to join in with our quiz, chat amongst the group and most importantly to enjoy the company of others. All attendees left the lunch feeling happy and more confident about future social events.



Keeping Kids Active in Winchester

We held a three week Summer Sports programme for children in the local area of Winchester with ActiveMe 360 and Winchester City Council. This fun programme encouraged teamwork and staying active during the summer months.

Each week was dedicated to a sporting theme inspired by international sporting events. This offered childcare support to local families while also keeping children outdoors and active in a fun environment throughout the summer holidays. An astounding 765 children attended throughout the three weeks, showing what a useful resource it was to local families!

Calum, Health Improvement Manager at Winchester City Council commented, 'Thank you to the management at Osborne for the financial contributions towards the event and the final medals. As predicted due to summer holidays and the 'British weather', we experienced days of high, and days of low attendance but overall, the project was seen as a huge success, engaging with a diverse range of children with a mix of sporting abilities.'



International Men's Day celebrated loud and proud

We hosted an event at Redwood House in Slough to celebrate International Men's Day 2021.

Local male residents were offered the opportunity to socialise over a fish and chip lunch and to take part in some fun activities. Also supporting the event was Slough Library, Ways into Work, and Get Active. Attendees were shown how to access services in their local area that would assist with their everyday lives.

We wanted to positively contribute to local groups in 2021 and to promote physical and mental well-being, especially after the unprecedented couple of years we have had. Taking part and supporting events, such as this one, is a priority to us.

Councillor Madhuri Bedi commented, 'It was heart-warming to see such a wonderful turn out with men of all ages attending. Some men knew each other, others did not, yet everyone came together in what was an incredibly pleasant and welcoming afternoon. Thank you to all those involved, including Osborne for providing a Fish and Chip Lunch to make the day feel special.'



Equal Opportunity



YES Shop Redecorating and Remodeling

Youth Engagement Slough (YES) is a community project that delivers youth support services to those in need. This inclusive project helps young people aged between 11-19. Examples of the services offered include employability support, the Young Carers Club, emotional and life challenges support.

This was a true DIY SOS experience! With just five days our job was to transform the tired and well used 100sq metre space into a vibrant and welcoming environment. Our team of willing, enthusiastic and dedicated volunteers worked so hard over the five days to achieve a fantastic end result.

A special thanks to our supply chain partners for their contributions. Dulux Trade donated 37 litres of paint and Travis Perkins provided us with all the decorating equipment.

A spokesman for Slough Borough Council commented, 'This is a good example of Osborne assisting in the community as part of the contract between the council and our property partners. We hope many more young people will benefit from YES which now looks brighter.'



DENS Sleepout with Dacorum

Our Team took part in the DENS Sleepout Event in November to raise awareness and fundraise for people facing homelessness in Dacorum.

The team members who took to the cold streets for the sleep out were Kel Judd, Nicola Wardle, and Lyn Mangisi. Councillor Margaret Griffiths from Dacorum Borough Council and Joe Dempsie, widely known for his role in Game of Thrones also joined the sleepout fundraiser. It was a cold and chilly night with temperatures reaching -1°C accompanied by rain and snow. But our brave team stuck it out for a good cause!

DENS is a charity in Dacorum which supports people who are facing homelessness, poverty, and social exclusion. They offer a range of services which include a Day Centre, The Elms Hostel, Move on and Resettlement Service, Foodbank, and Social Enterprise projects. We are pleased to have contributed DENS target of £50,000 which was smashed!

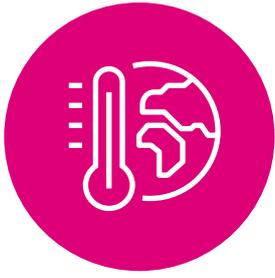
Women in Construction

We are playing our part to attract female talent into the construction industry and give that talent opportunities to grow and prosper. The 14% industry average is simply not acceptable. We have a total of 38% female talent in the workforce, which is over double the industry average!

Very recently we have developed a further three female colleagues into senior roles, each charged with driving change, efficiencies, and improvements in our business services.

Vicky Fordham-Lewis Managing Director, Osborne Property Services and a strong female role model within our industry commented: "I am very proud to have such a strong representation of women working across our business, bridging the gap of gender inequality".

With an ageing workforce and fewer young people choosing construction, the industry remains in dire need of those with the appropriate skills. We welcome everyone here at Osborne and encourage an inclusive culture.



Fighting Climate Change

Recycled and Reused Materials for Dacorum Insect Hotels

In partnership with Dacorum Borough Council, we have been assisting 'The Friends of Halsey Field' to create a Hertfordshire collection of waterproof bug hotels. Not only will they provide shelter for the local insect residents, but additionally they will support with increasing the population.

Supply Chain partner, M.H Goldsmith provided us with the surplus felt roof from a completed local project. This roofing felt was used to make our bug hotels waterproof and therefore resilient to the winter weather conditions. Pollution, abuse of pesticides, and habitat loss is causing a direct decline in insect species. The robust and upgraded bug hotel design will become a long term and safe stay for many local insects over the next few years.

Last year, in March 2020, Osborne and Dacorum Borough Council donated 10 nest boxes to 'The Friends of Halsey Field'. These boxes were recently checked on by Chris Ridley, a member of The Friends of Halsey Field. He found that these boxes had been used for nesting and roosting by local wildlife. This shows the impact these boxes can have and the solution they offer to conserve local wildlife.

We can't wait to see what insects will inhabit our Hertfordshire collection of bug hotels in the many years to come. To support our commitment to the green agenda, we have joined Dacorum Borough Council's Climate Action Network (CAN), where we look forward to working with them to tackle the climate and ecological emergency.





Litter Pick Arun District Council

In partnership with Arun District Council and Morrisons, we organised a themed litter pick with some eager to help local children to help clear up the Wick's Estate!

Dressed in an array of halloween costumes our litter pickers listened eagerly to the safety talk to understand the items they should collect for recycling. The search was on as our ghosts, witches and wizards whizzed around using litter pick sticks to clean up their estate.

With approximately 22 bags of rubbish ready for recycling, we, along with Arun District Council, and Morrisons gathered outside the Wick Estate children's play area to judge the children's fancy dress and Halloween pumpkins.

Morrisons kindly donated pumpkins and gift bags and we supplied special prizes for the best three pumpkins and costumes. All runners-up took home an Osborne Halloween goodie bag.

An Osborne supply chain with a difference, Mencap Riverwood

One of our London partnerships is with Mencap Riverwood located in Greenwich. Mencap Riverwood provides meaningful engagement for adults with learning disabilities and autism. The project helps these adults complete therapeutic work. This work uses recycled wood to create hand-made furniture and craft items.

We partnered with the Mencap Riverwood project and ordered some beautiful bird, bug, and bat boxes. Over the past eight years we have used their boxes for many social value projects. They are also fully sustainable as all resources used to make them are donated, collected, and recycled wood.

Our team went along to collect our next order of boxes, creating a great opportunity to go and see the Riverwood Team and spend some time in one of their workshops. We got to see first hand how the boxes are made and the true difference this charity makes to the service user's day-to-day life.

This is a very different and amazing supply chain partner.





Tackling Economic Inequality



Apprentice Day at Slough

With our client, Slough Borough Council and Langley College we hosted an Apprentice Recruitment Day.

The day started with talks from our leadership team who shared the benefits of our Apprenticeship Programme along with the variety of jobs available within the construction industry. We also heard from an existing Apprentice who talked about their positive experiences working with us.

The attendees were invited to take part in a team building activity which involved building a spaghetti structure with marshmallows – this took some true team negotiations!

Following the build we broke out into interview rooms and were delighted to offer three roles to our new recruits who we are very pleased to have join us this month.

Supporting a Disability Fair at the South Hill Centre

We supported an employment job fair at the South Hill Centre in Hemel Hempstead. The event organised by Step to Skills was aimed at supporting people with learning disabilities, physical, sensory needs, and autism back into employment.

We worked with local companies and colleges and advertised opportunities for paid employment, apprenticeships, and work experience. Visitors to the event could also make use of the one-to-one support with the South Hill centre employability team. The centre also holds a regular Friday Employability support session which we support.

We had some noteworthy people in attendance as MP Mike Penning and Tokyo 2020 Paralympic Gold medallist Jessica Jones came along!



Employability Workshop During Lockdown

We partnered with Connect Dacorum to create some Employability Workshops for local schools during lockdown. Our Social Value Manager delivered a workshop to Year 10 students from Hemel Hempstead School. These sessions were all held virtually to adhere to the Covid restrictions at the time and recognise the value to continue with our engagement with the local community.

Hosting the event virtually proved an excellent way to manage! The workshop included, CV enhancement, application preparation, job description work and interview techniques.

Over the past 15 years, 2,555 students have benefitted from the Employability Days organised by Connect Dacorum and Osborne. We are proud to be part of such a successful initiative that helps build employability skills across future generations.

Sue Bond, Careers Coordinator at Hemel Hempstead School commented:

'We had a very successful morning of virtual sessions with employers from the local area, leading students through CV writing and interview skills. Support from companies such as Osborne is crucial to schools especially at a time when employability skills are such an important consideration in the recruitment process.'



COVID-19 Recovery

Volunteering at a Vaccination Centre 2021

During the height of the Pandemic, our Social Value Managers volunteered their time to a local vaccination centre.

Both managers volunteered to help support the effort to get people vaccinated across the UK. The vaccination programme was heavily supported by volunteers and made a huge impact creating a friendly, efficient and safe service to all the local walk-ins.





Bersted Green Court Potting Planting Social RHi Marlighe-engagement

Residents of Bersted Green Court gathered to brighten up the entrance to their homes by utilising empty pots, filling them with a selection of bee-friendly flowers and herbs.

We donated plants, compost, a herb planter, food, and refreshments. This event was a great success and helped the residents resocialise post a difficult isolation period. Everyone was happy to be outside and getting their hands dirty planting for their home. The end result was a creation of vibrant and colourful plants which brightened up their entrance, mixed in with a fantastic feeling of coming together.

Resocialising 60's Themed Tea Party at Winchester

We helped organise and support a 1960's themed cream tea party for the elderly residents who had been isolated from the sheltered scheme.

We partnered with Winchester City Council, a Sheltered Scheme, and local volunteers to help fund and organise a 1960's themed cream tea party for local residents. It was a great success and the guests thoroughly enjoyed the themed decorations and entertainment. It was a great way to ease back into socialising and to help build the confidence of local residents who had been isolating.

Resident Feedback:

Dianne: 'Thank you all so much for a lovely afternoon, absolutely fabulous'

Janice and Trevor: 'Great afternoon, plenty to eat and drink, the entertainment was excellent'

Gladys: 'Everyone worked so hard, Dawn (Singer) was great, loved it all, thank you, everyone'

June: 'Safer afternoon, well done to all of you'

Shelia: 'Great afternoon to be alive'





Hear from our Community Partners



Britwell Youth and Community Centre Slough

1. How did you start your community partnership with Osborne?

Britwell Youth and Community Centre Slough was introduced to Osborne through Slough Borough Council Community Development Officer, Vinay Vyas in 2018. Our partnership started from there!

2. What projects have we worked on that have had the biggest impact?

Each of the projects which Osborne has helped with has had a very positive impact on our centre.

Firstly, they trimmed the trees and cleared the side alleyways around our centre. This was helpful as the money we would have used to do this, was instead able to be used to get resources for the Young People we work with.

Secondly, the delivery of Archery sets and Arts & Crafts activities this summer. They helped us keep the young people engaged during our school holiday club.

It also gave them the chance to participate in a different activity which would normally not be feasible for parents/carers due to financial costs associated.

Thirdly, the donation of Halloween pumpkins, decorations, and prizes for our Halloween party added an exciting element giving them something exciting to look forward to.

Lastly, the biggest challenge presented has been our kitchen refurb. The space has now been updated and modernised, including more storage and shelf space. Making the environment more functional for our needs.

3. Tell us about your experience of partnering with us?

Our experience of working in partnership with Osborne has been fantastic. Everything from the get-go has been well communicated, planned, and executed. All the staff has been a delight to have on the premises, and it has been a bonus to meet staff members who are ex youth club members!

Tenant Championship Lead and Tenants and Council

1. How did you start your community partnership with Osborne?

We first got involved when I became a member of a Training and Events Group organised by Winchester City Council. Through this group, we became involved with Osborne.

2. What projects have we worked on that have had the biggest impact?

When the Training and Events group ended, some of the Tenants involved formed a Tenants Champion Group. The purpose of this was so they could continue working on behalf of our elderly tenants. In particular, those who were more vulnerable and those who struggled to socialise. In 2017 we held our first 1940's themed Tea Party that was free for tenants to attend due to the sponsorship we received from local companies. But our main sponsorship came from Osborne. They also provided logistical assistance and helped with organising the party too.

3. Tell us about your experience of partnering with us?

We are so appreciative of all that Osborne does with us. It is a great partnership, and we enjoy our involvement with them.



Community Action Dacorum

1. Tell us a bit about what you do as a charity?

Community Action Dacorum is a charity that provides a circle of support to the local community. As a 'Council for Voluntary Service', we believe in bringing people together to achieve more in the communities we work in and to improve quality of life. We run various projects that include a community transport service, ShopMobility, and a community radio station, to name a few.

2. What projects have we worked on that have had the biggest impact?

We've been doing community projects with Osborne for around five years now. Varying from work with local secondary schools to refitting our kitchen and toilets in the Community Action Dacorum offices.



One of our projects, in particular, called Connect Dacorum, helps businesses connect with the local community. Osborne has attended our employability days, helping the local pupils with CV writing and interview techniques. Osborne has also attended our networking events, which have enabled the children to meet key figures in charities and businesses in the local community and build relationships with them.

3. How has the project improved or impacted your community/charity?

The employability days are designed as an interactive morning of CV writing, how to fill out application forms, and interview techniques. The students are aged between 14 to 15 years old and are starting to think about their career paths. It's useful for them to have a company like Osborne take part. The pupils can find out about different job roles that a company can offer. Students gain a real understanding of how to stand out from the crowd when they are applying for roles from the sessions.

4. Tell us about your experience of partnering with us?

2020 was a hard year for many charities. Especially those catered towards the older more vulnerable people in the community due to the need to isolate. A lot of charities had to shut down or scale back their activities.

However, the future is looking brighter. Many charities have had to adapt to a new normal. Osborne has always evolved to our needs, and we hope to continue to make a positive difference to the communities that we work in with Osborne's help.

What's Next

What	When
Well-Being Awareness – Healthy Heart	February
Hedgehog and Bird Box making at Winnall Primary School	February
MIND: Time to Talk Day	February
Activity Boards for Sheltered Scheme for Residents with Dementia	February
South Hill Job Centre Support	February
Recruitment Day	February
Careers Development Day	February
Refurbishment of Local Kids Play Area	February
Celebrating Apprenticeship Week	February
Work Experience Placements to Re-Start	February
Well-Being – Cancer Awareness Month	March
Apprentice Recruitment Open Day	March
Community Garden Refresh	March
Zero Carbon School Talk	March
Careers Development Day	March
International Women's Day	March
Decorating Community Space used by Isolated and Elderly	March
International Day of Happiness	March
Job Club at Community Hall	March
Attendance to Sheltered Scheme Coffee Mornings	March
Support School Employability Career Speed Networking Event	March
Careers Development Day	April
Zero Carbon School Talks	April
Easter Bank Holiday Weekend	April
Easter Egg-fantastic Initiative	April
Community Easter Egg Hunt	April
Easter Egg Decorating	April
Partnering With Stripey Storks to create Easter themed goody bags	April
Well-being Awareness – Mental Health	May
Apprentice Recruitment Open Day	May
Careers Development Day	May
Zero Carbon School Talk	May
Well-Being Awareness – Sun & Hydration	June
Careers Development Day	June
Zero Carbon School Talk	June
Queen's Platinum Jubilee Bank Holiday	June

Supporting Carbon Zero

Investing in and collaborating with the communities we serve

The construction sector provides 10% of employment in the UK. It is transient in nature, temporarily inhabiting a variety of communities. These aspects create a huge influence, touching many communities and lives. It also means we have a moral responsibility to create a positive impact, becoming more important as social inequality grows in the UK. The introduction of the Social Value Act and the more recent Social Value Model, brings together a shared focus of priority as we support covid recovery.

Whilst social value has always been at the heart of our business, we are increasingly implementing initiatives to help inform our communities on how we can reduce our carbon and energy use to improve air quality, tackle climate change and enhance our environments. Our passion to support for governments Net Zero strategy to Build Back Greener has created opportunities for us to partner with organisations to drive positive change. Our programme of events means that we are proactively informing our communities on the role we each have in creating greener and cleaner spaces and reducing our carbon footprint.

An example of this can be seen below. Working with a group of primary school children, we build bird boxes to promote nesting and protection using recycled wood. Through an interactive building session, students learnt about the benefits of recycling materials and the positive impact on our wildlife.



Community Matters

Contact us



Jo Fletcher
Head of Engagement
jo.fletcher@osborne.co.uk



Esther Pellow
Communications Co-Ordinator
esther.pellow@osborne.co.uk



Neal Allison
Social Value Manager
neal.allison@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