

# Dacorum

# Community Matters



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# Welcome to Dacorum Community Matters.

Hello,

It has been a busy few months for the Community Investment team and our partners. From free DIY workshops for residents to supporting local employment through community safety days, we have enjoyed getting involved in valuable projects across Dacorum.

I've enjoyed seeing the continued benefits for local people as a result of the fantastic services available across the borough and we are proud to have been part of them.

I'd like to take this opportunity to thank all of our community partners for their on-going support and to our people. We are only able to be successful due to people generously giving their time and talent.

We hope you enjoy the read and if you have any ideas for future projects, please get in touch.

*James*



Our Investment



# 56

Initiatives supported/delivered



# 3849

Local people engaged/benefited



# 185

Extra staff hours



# 3

Community facilities improved

\*These figures reflect our social value impact from April 1st 2019 to September 30th 2019



# Community engagement

## Yes we can!

The Osborne 'Yes We Can' team took part in a 5k inflatable obstacle course on Saturday 22nd June in Redbourne near St Albans.

We supported The Blue Tangerine Foundation to raise funds for children with special educational needs in Hertfordshire.

The Blue Tangerine Foundation is made up of 2 schools; The Collett School and St Lukes. Both are special educational schools attended by children from across Hertfordshire. All of the children have many syndromes including Down's and 50% of the children have Autism.

Almost half of the children are under Great Ormond Street Hospital. They cater for 4 to 17 year olds and are one of the lowest funded in Hertfordshire.

Our enthusiastic team bounced their way through the course to the finish line, raising a total of £1,450.00! Congratulations to all of our volunteers!

Thank you to the Osborne Team: Stephen Greenfield, Harley Lewis, Carley Manning, Nicky Wardle, Daren Norris and Sarah Hodges.

Picture of the cheque presentation: Adrian Hoole (Dacorum Borough Council), Sarah Hodges, Nicky Wardle, Gillian Lawton from Collett School and Daren Norris.



## Your Town 5K

This year Dacorum Borough Council held the first 'Your Town 5k'. The event was a huge success, raising £810.00 for two local charities; DENS and Sunnyside Rural Trust.

The Osborne team joined local residents & other service providers to Marshall the event. 79 local residents of all ages (including a lady and baby in a pushchair!) participated in the run.

**Claire Foster, Community Partnerships at Dacorum Borough Council said:**

*"Thank you for all of your help at our first ever Your Town 5k Run. We had great feedback about the marshals and are looking forward to next year!"*

Thank you to the Osborne Marshals (from left to right): Laura Kerlin, Debbie Henson, Charlene McKeating, Nicky Wardle and Carley Manning.



## Sunnyside Up Playgroup

The Osborne team joined the staff, parents and children for the Sunnyside Up Playgroup Sports Day.

The Sunnyside Community Playgroup is a registered charity, providing childcare for children aged 2-5 years. To enhance the children's learning experience and provide the necessary resources, the charity holds fundraising events every term. Funds raised provide outdoor equipment, learning resources, sensory play equipment and improvements to their allotment area.

Osborne donated goodie bags for those who took part and the sub-contractor 'M. H Goldsmiths and Sons' donated the main raffle prize of a TV/DVD combo.



### Amanda, who runs the Playgroup, said:

*"Thank you so much for supporting our fund-raiser today. Everyone had a lovely time and the kids loved their medals. We raised £608 which is great for a small playgroup like Sunnyside. Thank you also for the amazing raffle prize".*

## Helping to create a safer community

The Osborne team joined Dacorum Borough Council at their Community Safety and Fun in the Sun events over the summer.

The aim of a Community Safety Event is to engage with local residents and promote various council services and initiatives.

We also promote different ways in which Tenants & Leaseholders can get involved and help shape the councils services. This is a free event and has fun for all with other service providers supporting such as the Police and the Fire Brigade.

Team members from Dacorum Borough Council were also on hand to inform the local community of the many services the council provides, such as the Tenant Academy and Tenant Inspectors.

Fun in the Sun is an annual free event for all local people. Children have the opportunity to play on the inflatables whilst residents can hear about local involvement opportunities and forthcoming events.

**Stephanie Bailey, Housing Projects & Engagement Officer 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".*



Stephanie Bailey, Sarah Askey and Dwain Daniels (Above)  
Sarah Askey, Dwain Daniels and Louise Ablitt (Below)



Vicki Nash, Sarah Askey and Louise Ablitt (Below)



## Swing Gate School Spring Fair

Osborne supported the Swing Gate School Spring Fair by sponsoring the Nails and Tattoo Art stand.

This enabled the school to provide the activities for free. The event was packed with young people and their families.

Those who attended enjoyed games, bouncy castle, tombola, arts, crafts and nail art.

Pupils of Year One kept people entertained with country dancing and the upbeat vocals of Year Two got people clapping along.

*"Friends of Swing Gate were thrilled when Osborne agreed to*

*sponsor their Hair & Nails stall at the Friends of Swing Gate School Spring Fair. Money raised from the fair provides essential resources to improve children's learning experience with books and other equipment, thank you once again".*



## Sprucing up a school garden

Osborne Property Services work in the community in various ways. One of these has been our work with Potten End Primary School.

The Friends of Potten School is an association of parents, staff and other people whose aim is to promote the wellbeing of their school.

Throughout the academic year, the group organises a number of events to improve the school environment. An example of this was the garden refurbishment party project which took place recently. There were over 30 volunteers who rolled up their sleeves and got stuck into weeding, planting, painting fences and generally giving the garden a good tidy up. The garden area provides a calm peaceful place

for pupils to enjoy.

For the refurbishment of the garden to be a success, we donated materials including fence paint to the group to use.

**The PTA, Potten End School said:**

*"We would like to thank Osborne Property Services for their generous donation of materials. Without this, it would be doubtful that our benches and sleepers would survive another winter. Thank you Osborne!"*



## Southernwood Fun Raising

As part of our commitment to supporting all of our residents, we are always getting involved in fundraising for charities and local organisations.

We recently supported the local residents at Southernwood Close, a sheltered housing complex in the community. The event was held to fundraise for the Watford Peace Hospice with lively music, cakes, raffle and refreshments.

Thankfully, the weather was lovely on the day so the event was held outside in the communal garden. We helped to set up the event, with our people also baking a number of cakes and helping to run the event on the day.

The event was a success, with a welcomed fundraising total of £260 for the Watford Peace Hospice.

**Sharon Frostick,  
Supported Housing  
Officer said:**

*"On behalf of myself and the tenants at Southernwood Close, we'd like to say a huge thank you for all your support at the event. We managed to raise just over £260 which was delivered to the hospice by the residents. They were overwhelmed with such a generous donation, thank you so much, it means a lot".*



## Community Funday at Highfield

The Osborne team joined local residents of Highfields at the Annual Community Centre Family Funday.

The event was packed with a variety of stalls and entertainment for local families. Some of the attractions included: a petting farm, a baloon artist, magician, raffles, tombola and various local organisations.

The Mayor of Dacorum also visited the event and spent valuable time talking to local residents and stall holders.

On the day we offered free interactive games with a prize for everyone who took part.

We also used the opportunity to promote different ways tenants can get involved with DBC such as learning new DIY Skills with the Tenant Academy, the Tenant & Leaseholder Committee and how to become a Tenant Inspector.

Sarah Askey and Lorraine Dawe (Below), engaging with residents



## Sunnyside Rural Trust

Over the last few months, we have been heavily involved in supporting the Sunnyside Rural Trust.

Sunnyside Rural Trust was founded in 1990 as a small, horticultural project for young people and adults with learning disabilities. The Trust has developed into a successful charity and social enterprise, offering training and work experience for over 130 vulnerable people in the local community.

In July, the charity launched their biggest project to date, the Northchurch Allotments Refurbishment Development. The charity secured a grant of £188,000 which is going to be used for the construction part of the project only.

For the next phase, the charity is looking for support from local businesses to provide help with internal decoration, fixtures and fittings and landscaping.

We have helped to raise the profile of the project with our supply chain, local organisations and people in the area. Shadbolts, our supplier, agreed to donate all internal wood fixings.



We also managed to donate a kitchen to the project and our supplier, Travis Perkins, kindly donated all sanitaryware including disabled toilets, tiles and taps. Having disabled facilities at the site will enable the charity to be inclusive and

open its doors to all of the community.



We are looking forward to seeing the project develop and open in the future to coincide with the Charity's Birthday in 2020!

You can support this project in a number of ways:

- <https://localgiving.org/charity/sunnyside-rural-trust/project/Mayors-appeal/Volunteering>
- Sponsor the animal rescue shelter.
- Donate equipment such as:
  - Flooring
  - Lighting
  - Solar Panels
  - Fencing
  - Kitchen Equipment
  - Paint
  - Shop Fittings
  - Animal Care Tools

For more information, contact Gemma Vine on 01442 863364 or email: [publicity@sunnysiderualtrust.org.uk](mailto:publicity@sunnysiderualtrust.org.uk)

**Keely Siddiqui Charlick,  
CEO of Sunnyside Rural Trust**

*"Just wanted to say thank you for all of your help in the project so far, Osborne have been amazing!"*





# Employment Creation & Skills Development



tenant academy



Improving your skills for a brighter future

From left to right: Keith Stonehouse, Stephen Greenfield and Natalie McCalman from Dacorum Borough Council

## Tenant Academy

At Osborne, we are committed to helping people gain new skills.

Launched in September 2017, the Tenant Academics' vision is to encourage council residents to build social networks, improve their skills and build confidence for employment through a range of various workshops and activities.

Over the summer, we have held a number of workshops including basic DIY skills and a decorating course, both of which were a success.

At the DIY Course, our qualified operatives were able to teach residents basic skills, enabling them to carry out small repairs around their home.

They were split into three groups and were taught skills including; unblocking drains, hanging a curtain pole, installing a lock and changing a plug.

The decorating course entailed teaching tenants skills in areas such as tiling, wallpapering and decorating preparation.

**Jo Fletcher, Head of Engagement, Osborne Property Services, commented:**

*"This was a great workshop with residents really being hands-on. It's*



*wonderful to see the learning being put into practice."*

**A Local Resident said:**

Thank you to our operatives for helping out on the day.

To learn more about the Tenant Academy, please visit:

[www.dacorum.gov.uk/home/housing/current-tenant/tenant-academy](http://www.dacorum.gov.uk/home/housing/current-tenant/tenant-academy)

*"The hints and tips from a trade perspective are priceless! The trainers were very helpful and nice, I've had a great time today and improved my skills in decorating. Everything about the course was brilliant! "*

## Apprenticeship Recruitment Day

We recently held our first Apprenticeship Recruitment Day at our offices in Hemel Hempstead.

As part of our commitment to recruitment locally, we created an advertising campaign aimed at attracting young people within the Dacorum Borough.

West Herts College joined the event to give advice on entry level requirements for the many apprenticeships available.

We were lucky to have two photography students from the college come along to take photos of the day!

Afterwards, we were pleased to announce that we were able to offer apprenticeships to two local residents.

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

*"Providing employment opportunities in our local communities is a commitment that we are proud of"*



## Employability Days

Over the summer months we have been working with a number of local schools and organisations to improve the skills and confidence of young people as they enter the world of work.

We first attended the Connect Dacorum Employability Day, held in June. Held at Hemel Hempstead School, 185 students took part in an array of activities throughout the morning.

The morning started with students splitting up into smaller groups between eight to ten and then began a workshop revolving around CV writing and application forms. The students were taught many tips on how to 'make their CV' stand out.



The next activity was for the students to interview the facilitators before reviewing their own CVs and getting careers and employment advice.

Next there was an activity on interview skills with mock interviews and a "speed interviewing game" which all of the students thoroughly enjoyed.

In July, we supported the Employability Day at the Kings Langley School. 48 students took part, benefiting from the same helpful advice and interactive sessions.

The pupils came away with a lot of helpful feedback and advice, most of which was offered from a variety of Dacorum based employers.

**Cindy Withey, from Connect Dacorum said:**

*"Thank you so much for giving up your time at both employability days over the summer - the students got a lot out of it and thank you for your support".*



**Connect Dacorum**  
MAKING A DIFFERENCE TOGETHER



# Education & Culture



## Work Experience

Over the busy summer months, we have opened our doors to a number of work experience placements, all of whom are looking for an introduction to the working world.

Across the borough, we work with a number of schools, and are able to provide bespoke work experience programmes, based on what the student is interested in. This way, the programme really benefits the student in their future career.

We had three students from West Herts College, Terri-Lee Stent, Tom Calder and Bradley Smith join us for an eight week placement, spending one day a week in a number of different departments such as Planned Works, Surveying, Community Investment and the Call Centre. As a direct response of

work experience Tom gained during his work placement, he has gone on to gain an apprenticeship with a Plumbing Company in Heathrow.

**Tom Calder, West Herts College Student said:**

*"Thank you so much for the work placement at Osborne. I have just accepted an apprenticeship and having the Osborne work experience listed on my CV helped massively! Thank you for everything!"*

We also hosted Dylan Brown from Longdean School for

one week, who spent time in a number of different departments, saying:

*"Thank you for a great week, it was really good to learn about the working world and what each team does at Osborne."*

Another student, Harrison Newbury spent three days with us after finishing school. He wanted to explore how the office works and how all the departments operate individually and contribute to the overall business delivery.

We have already begun discussions with local schools and colleges for work experience programmes for the next academic year.



## Osborne wins 2019 Employer Excellence Award

We are really proud to be recognised for the 2019 Employer Excellence Award from West Herts College, after working in partnership to deliver a number of work experience placements in the last twelve months.

The aim of the Work Experience Placement Programme is to support young people and help them to decide their career 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 best suit 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.

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

*"Thank you Osborne for everything you've done over the past eight weeks. It's been really nice getting to know everyone and learn about all of the opportunities available in*

*construction.*

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

*"This reward really would not be possible without our amazing people who take the time to share their experience and skills with the students. I would like to express my sincere thanks to all for inspiring our next generation."*



Sarah Askey being presented with the award by Sue Hill, West Herts College



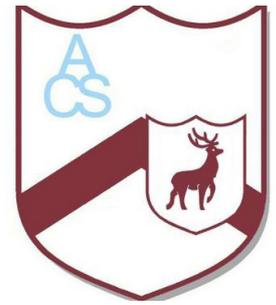
**Chris Pearson, Director of Corporate Affairs, West Herts college, said:**

*"It is vital that young people are ready for the modern world of work when they leave West Herts College. This is why partnerships with supportive employers like Osborne are so important. The workplace opportunities they offer are key to developing our student's work readiness. It has the power to inspire the next generation"*



## Celebrating the success of work experience

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Bridging the gap between education and employment, the Osborne Property Services team have been instrumental in delivering a work-based learning programme for young people through Astley School in Hemel Hempstead.

We have had two students at our office three days a week for six months whilst the other two days are in school studying towards their BTEC qualifications in Life Skills.

With the year coming to an end, we were invited to the Work-Based Learning Awards Evening. The ceremony saw all students recognised and congratulated for finishing the programme.

Rebecca, who will be returning to Osborne to begin a Plumbing Apprenticeship, was one of the students, along with Mitch who worked with the electrical team.

Stephen Greenfield, Supervisor was awarded 'Supervisor of the Year Award' for his enthusiastic guidance of Rebecca Mullen over a six-month placement.

**Rebecca Mullen, Plumbing Apprentice, said:**

*"Steve is my hero - he is so patient and has taught me so much in a short space of time - I will always be grateful!"*

Special thanks and recognition goes to Anthony Banham, who has been Rebecca's committed mentor. Anthony helped Rebecca gain confidence by encouraging her to take a 'hands on' approach when on site. Well done Anthony, you are an Osborne Shining Star!

**Richard O'Brien, Apprenticeship Programme Co-ordinator at The Astley Cooper School said:**

*"The support of Osborne Property Services has been a key factor in the success of our unique pre-apprenticeship programme.*

*Osborne has dedicated finances and manpower to give our young people a shot at a great career. Osborne is an exemplar business, forward thinking and people centred. Thank you!"*



From left to right:

Rebecca Mullen, Stephen Greenfield and Anthony Banham.

## Singing along with the Showtime Players

We are passionate about working within the local community and contribute to it through participation and support with groups and individuals.

A great example of this is supporting The Showtime Players who are based in Hemel Hempstead.

The Showtime Players are a local group who have been performing for over 30 years and are made up of Dacorum residents who have a passion for singing and performing. The group concentrates on sing-alongs, including solos and amusing poems.

During the last 30 years, they have performed at many venues, small and large, for local groups, sheltered accommodation residents and various clubs, providing an uplifting and entertaining performance.

Osborne has supported the Showtime Players by printing their sing-a-long booklets that are handed out at their performances. They encourage audience members to join in the fun, proving a huge hit.

We recently produced new song sheets for their new performance, 'Sing Along, Around the World'.

Colin Homer and Gary Coffey, who are both Resident Liaison Officers for our Dacorum Contract, went along to watch the latest performance at The Baptist Church, The Marlowes.

Several local residents attended the show, with many of those either with dementia, limited mobility or are housebound, so it was a great reason for them to join friends and be a part of the sing along.

We look forward to continuing to support the Showtime Players and local residents in and around Dacorum.



### Jo Fletcher, Head of Community Engagement said:

*"The Showtime Players are a true inspiration. Their enthusiasm to make their audiences smile is simply heart-warming and infectious!"*

## Creating plant reflectors at Waterside



Osborne Property Services spent the day at the Waterside Day Centre recently, teaching the day centre users how to make a plant reflector.

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.

Using step by step guides, the centre users created plant reflectors and sowed peas which will grow in the next few weeks.

The planters will be kept in the potting shed at the newly revamped allotment which we and our colleagues from Infrastructure completed in February this year.

The session was really beneficial as it taught the day centre users to think about where their food comes from and how plants can grow. This links into our commitment to improving and promoting good health in the local area

by encouraging healthy lifestyles, including exercise and good nutrition.

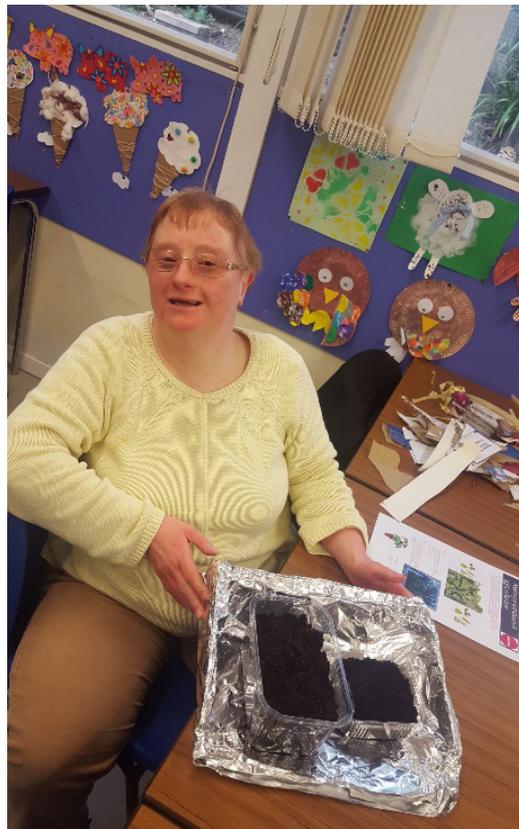
Once the plants are established they will be transferred to the Waterside Allotment.

The produce once grown will be used in the centre and will keep food costs down.

### Volunteers at the Centre said:

*"Thank you to Osborne for popping in and showing us how to make reflective seed planters!"*

*"We are looking forward to planting the beans out soon!"*





## Upcoming events

30th October - Community Safety Day at the Spider Park in Tring

15th November - DENS Sponsored Sleepout

16th November - Quiz Fundraising Evening at the Waterside Centre

28th November - Hasley Gardens, Gadebridge Park Volunteer Day

4th December - Santa's Sleigh Donation Collection with Connect Dacorum

6th December - Connect Dacorum Festive Lunch

10th December - Waterside's Got Talent at the Waterside Day Centre

January - STOP Think with West Herts College

19th March - Tenant Academy DIY

## Community Matters

# Contact us



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