



Optivo

Community Matters



Supporting Young Carers

Find out how we've been supporting Young Carers across East Sussex

Page 4

Build Yourself

Discover how we've been assisting young people get work experience

Page 6

Creating Bird Boxes

We've been building bird boxes with local schools - find out more inside!

Page 10

Welcome

to Optivo Community Matters.

Hello,

It has been a busy few months for the Community Investment team and our partners.

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.



David Harris
Account Director



Our Investment



21

Events supported/
delivered



2492

Local people engaged/
benefited



Cost of materials:

£1987



195

Extra staff hours

*These figures reflect our social value impact from April 1st 2019 to 31st December 2019

Hollington Bowl Family Fun Day



We helped out at the Annual Community Family Fun Day in Hollington Bowl.

Catelyn and Rebecca from our local office came along and helped to run our stand which had a number of exciting activities including a sugar free lolly lucky dip and an interactive archery game.

Our activities proved to be incredibly popular, with the archery in particular creating a competitive spirit in both adults and children.

We had a queue of families from start to finish, and it was a fantastic opportunity to speak with local residents and engage with the community.



Heart of Sidley

For a second year in a row, we supported the Heart of Sidley Family Fun Day.

The Heart of Sidley is a partnership which consists of local residents and traders with the aim of regenerating the village and surrounding area by working together as a community. The organisation delivers a number of events across the area, one of which is the Annual Family Fun Day.

Rosie, our mascot, had the opportunity to meet lots of local residents and their families.

Rosie was then challenged by the Heart of Sidley Mascot to a tug of war, which resulted in a number of children getting involved, supporting and cheering on their heroes.



In this issue...

Community Engagement

Hollington Bowl Community Event 3
Heart of Sidley 3

Employment Creation and Skills Development

Build Yourself 4

Education & Culture

Young Engineers Competition 5
Rebecca Joins the Team! 5
Bird Box Making in Sidley 6
Working with Young Carers 6

Health & Wellbeing

Litter Picks 7
Supporting a Vulnerable Resident 7

Build Yourself



As part of our community commitments, we have been hard at work helping people get into employment and learning new skills.

A great example of this has been through supporting 'Build Yourself' - a painting and decorating course aimed at unemployed young people aged 18 to 24 across East Sussex. It's a fantastic chance to build their confidence and get some real workplace experience, such as interview practice, whilst also gaining their CSCS (Construction Skills Certification Scheme) card.

We have supported two

'Build Yourself' Projects so far: Pebsham Community Centre and Mencap St Leonards On Sea. Both were in need of some painting and decorating in order to make the space look fresh and rejuvenated for the public and community groups to use.

As part of the six week programme, we popped along to a number of sessions; helping with the decorating and getting to know the attendees. We also set up mock interviews and provided advice in terms of CV writing, interviews, work experience, apprenticeships and career opportunities



at Osborne. Participants were given feedback after their mock interview, which was received positively.

At the end of each programme, a Celebration Event is held, where family and friends can come along to see where the volunteers have been working. Each participant received a certificate, along

with a decorator's tool kit, which had kindly been donated by Jewsons.

The next Build Yourself Course starts on Monday, 17th February at Sidley Youth Centre, and we are looking forward to popping along to meet the attendees.

Work Experience

We have been able to offer work experience to a number of attendees from the Build Yourself Programme, further adding to the skills and experience already gained.

Liam Ansell and Owen Mills both joined us for two weeks work experience, where, following a site safety induction, they shadowed the call centre and planners which gave them a better understanding of how the jobs are scheduled and received our end.

The rest of the week was then spent working with our

operatives, carrying out a variety of small repairs and maintenance tasks. Owen had a particular interest in decorating and so he also spent time with our supply chain Giles Oliver, carrying out painting and decorating tasks in empty properties.

Owen Mills, said:

"I had a great experience working with Osborne, I enjoyed my time and found it really interesting. Thank you to everyone!"



Young Engineering Challenge



We supported the Eastbourne Education Business Partnership at their latest Pantomime Technology Challenge in Eastbourne.

Eastbourne Education Business Partnership (EEBP) delivers work-related activities that enhance teaching and student learning, contributing to economic growth and prosperity. Our team joined the action where 12 local Primary School Teams were set a fun engineering challenge linked to the family classic panto, Jack and the Bean Stalk, which was

Eastbourne's pantomime for 2019. The budding engineers had to build a rescue system for Jack, the Hen and the Singing Harp.

We engaged with the teams and observed their hard work, offering guidance along the way. Once the time was up, we judged the solutions and the runner up schools including St Bede's Prep and Cavendish won a small 'K'nex' kit. Arthur and Lottie from Hankham Primary School were the winners, benefitting their school with a large 'K-Nex' kit.

Tim Sorensen from the EEBP said:

"What a fantastic afternoon we had! All of the teams tackled our Panto challenge with great enthusiasm and creativity. Congratulations to the winners and huge thanks to Eastbourne Theatre and Osborne"



Rebecca Joins the Team!

With a current skills shortage in the industry, one of our key aims through our work in the community is to encourage people back to work after having a family.

We were therefore happy to offer a work experience placement to Rebecca Allen who joined our Repairs and Maintenance Team as an Electrical Operative.

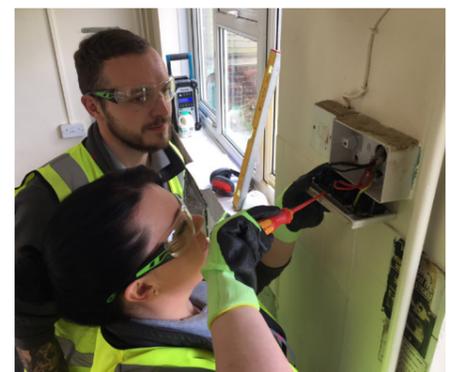
Rebecca gained experience over the last three months whilst working alongside our Operatives. She worked across various void properties, and completed tasks such as re-wiring and solving general wiring faults. She had previously commenced a two year electrical apprenticeship and then went onto have a family. Keen to complete it when her children were at school, she came to us seeking work experience, allowing her to refresh

her skills and build her confidence to complete the apprenticeship.

Impressed with Rebecca's skills and attitudes, we offered her an electrical apprenticeship for 18 months and is a true asset to the team.

Rebecca says:

"I am really looking forward to putting the skills I learn at college into practice at work and can't wait to being a part of the Osborne team in East Sussex. I can't wait to get stuck in!"



Eco Club



It's not just young adults we've been working with, but Primary School students as well!

We have been working with All Saints School in Bexhill and their Eco Club. The club normally meets over lunch time, so we have been popping along for a number of sessions.

The children were thrilled to have the opportunity to make bird boxes made from recycled wood and got stuck into having a go, using drills and other hand tools under our watchful eye! At another session, our Community Investment Manager Neal, spent time with the pupils, exploring where best to install the newly created boxes. Our Operative, Toby, popped back to fix the boxes to the trees surrounding the school playground.

Most recently, we popped along to make bird feeders from waste recycled materials. We used waste plastic bottles and spoons, with the students having great fun! Afterwards, we visited the Nursey students and spent time making fat and seed balls along with cardboard tube bird feeders.



Helen Vine, School Business Manager said:

"Thank you Osborne for such an amazing session. It gave the children such a fantastic opportunity to work together as a team and produce such lovely bird boxes. The session was delivered in such a professional and inclusive way".



Working with Young Carers

As part of our commitment to work with support groups in the local community, we have joined forces with Imago, who support young carers in the local area.

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.

Over the summer holidays, 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 make 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. At the end of the busy day, the group added their thoughts to a re-usable 'graffiti' wall, made by our operatives.

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"



Health and Wellbeing

Litter Picks in Sussex

We are committed to helping the environment in whatever way we can, and have been helping out with a number of Litter Picks throughout East Sussex.

Litter Picks have taken place at Downs Farm, Broomgrove Estate and Tilekiln Estate with Optivo which have helped to improve the local area for all.

The litter picks are part of Optivo's 'Giving Something Back' staff scheme, and many took time out from their day jobs to help improve local areas.

Optivo said:

"Thank you so much for your enthusiasm and support, it's been good fun and gives a great sense of achievement from just picking some litter."



Helping a Vulnerable Resident

We joined Optivo's Customer Experience Manager team as part of Optivo's 'Giving Something Back' program supporting a vulnerable resident.

The aim of the day was giving the resident's home a much needed tidy and clean.

Optivo was approached by the resident's dedicated carer who asked if the flat could be brought to a standard which she could then keep on top of cleaning and maintaining.

We worked hard throughout the day, cleaning and giving the flat an extensive tidy up.

When we revealed the flat, the transformation was incredible, with tears of joy flowing from the carer at the improved result - and the resident was overjoyed as well!





Upcoming events

25th March - Build Yourself Celebration event at The Sidley Youth Centre

Community Matters

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