

Community Engagement: Barts Health NHS Trust

Carillion Services works in partnership with Barts Health NHS Trust delivering professional non-clinical services across a multi-site contract. There are 12 services across four sites ranging from Cleaning Services, Security, Materials Management, Linen and Textile in addition to HR, Facilities and Finance teams. The HR Team advise on employee relations and legislation, contract management, recruitment, training, workplace ethics, policies and procedures and takes an active leading role in supporting Community Engagement.

Sustaining communities is an integral part of Carillion's broader Sustainability programme and here are some examples of how we are engaging with our local community in East London through our Barts Health contract.



Harpley School

Harpley School is a special community school dealing with children who experience difficulties and challenges in growing up, examples of this being non-attendance at school, being a disruptive influence and showing signs of aggression.

For the last three years the Barts and the Royal London contract has been supporting placements from Harpley Pupil Referral Unit every term to work in Finance, Human Resources & Helpdesk departments.

Harpley is no ordinary school – based in the east end of London it takes on students that have been excluded from mainstream education due to a range of reasons including chronic non-attendance and behavioural problems. This has all stemmed from unfortunate circumstances and is no fault of their own.

Harpley faces many challenges and barriers and here at Carillion we are proud that we can support the good work Harpley does for these young people.

The placements are designed to inject some discipline and direction into their frequently unstable lives. These placements are geared towards the preferences of the students who are often overwhelmed with the flexibility shown by a large organisation.

As a result, all of the placements returned to mainstream education and their overall confidence in both their personal and academic life increased. The contract also sponsors the award for the 'Most Improved Student' – a representative from the contract has an input on deciding which student deserves this award with the award presented at the end of term school assembly.

The contract entered 2011 S Factor Awards for the work done in partnership with Harpley and was successful in winning the best Group category



Business Action on Homelessness – Ready for Work

Ready for Work is a programme that equips homeless people, or those at risk of homelessness, with the confidence and skills to re-enter the job market. Part of the BAOH campaign, Ready for Work operates in partnership with local businesses, hostels and other agencies for homeless people to deliver pre-employment training, work experience placements and post-placement support.

Carillion has been involved with the Ready for Work Programme since mid 2007 and as part of the work experience programme we offer to host 2 clients per placement with there being a maximum of six placement programmes per year. Each placement ranges from two to four weeks in length with both travel and lunch provided for by Carillion. During the placements the clients are mentored and are given tasks ranging from filing to computer based. These are structured to meet the needs of the client in order to help the clients gain in confidence within the workplace and hopefully lead ultimately to gainful employment. To date we have hosted 57 clients.

To support the Ready for Work programme we have attended, organised and hosted 13 Client Support Network evenings where job workshops are held. These deal with CV writing, interpreting adverts and responding to companies accordingly with covering letters, to preparing for interviews by holding mock interviews. In total 30 Carillion employees have volunteered their time to support these evenings.

Through this programme we have offered **paid** employment to 13 clients.

Business in the Community – Get Ready!

The Get Ready! Sessions provide early opportunities for people who have experienced homelessness to get flexible support from employers and this allows the clients the opportunity to gain skills and confidence for work. An example of this would be preparing them for more intensive sessions like the Ready for Work Programme. The sessions involve both Taster days and Workshops. The Workshop is more classroom based, focusing on giving the clients specific skills training, whilst the Taster Day is more focused on what the host Company does and what they look for in employees. The Taster day would also normally incorporate a site walkabout.

To date Carillion on the Barts contract has hosted 1 Workshop (the first ever Get Ready event in London) and 5 Taster Days. 15 Carillion staff have volunteered their time to attend these sessions to talk with the clients.

Business in the Community – Offender Placements

HMP Send currently operates as a closed Female Prison and has an 80 bed Resettlement Unit and a Therapeutic Community with a capacity of 40.

Carillion first joined up as part of the training process in 2010, and offered a work placement to one candidate for seven months. During this placement the candidate was exposed to the working environment and re-skilled giving the candidate renewed confidence in the workplace to help them obtain gainful long term employment. To further help with this the client is mentored, usually by a member of the HR Team, and their travel as well as lunch is paid for.

As a result of the success of the first placement, six additional placements have commenced with us during 2011/12 and three of these clients have secured full time paid positions at the Barts Contract. The fourth person was highly employable but moved from London to Swindon and the other two candidates found employment elsewhere.

During 2013, Carillion extended the HMP program to include two additional Prisons, HMP The Mount and HMP Ford; this includes another six placements of which two are 10 months in duration, The placements are engaged in a variety of activities with one about to commence at the Royal London Restaurant as a Barista.

These six placements have contributed 4,440 hours of support to the Barts Health contract.

Four of our Services Managers have also attended and presented at a NACRO / BITC event at HMP The Mount to support the 'Employment rights of offenders'.

Extending our reach:

These offender placements have been so successful that our contract in Portsmouth is now reaching out to the nearby prison there to see how we can assist with supporting disadvantaged members of the local community.