

## Nurturing The Next Generation - Portsmouth

### Background

In 2007 Carillion won one of its largest health contracts – The Queen Alexandra Hospital in Portsmouth. The hospital which Carillion was about to construct and provide services to for a period of 30 years was within one of the most deprived areas in the UK (top 10%).

Carillion identified a significant opportunity to develop sustainable relationships with the local community, and make a positive difference to local residents who faced a number of key challenges with education and employability with many families facing fourth generation unemployment resulting in low aspirations amongst younger generations.

During this time, King Richard School, a local secondary school in Paulsgrove also faced a number of significant challenges including low GCSE pass rates, absenteeism and lack of parent engagement.

### Jason Dowling – Responsible Business Practice

Carillion's Jason Dowling is Facilities General Manager at The Queen Alexandra Hospital. A father of young children himself, Jason recognised that not all young people have the same opportunities as others more fortunate. He was mindful that his passion and knowledge could offer inspiration to a generation who otherwise could become a statistic associated with another acronym - not in education, employment or training.

In 2007 Jason formed a long-term partnership with the King Richard School which would allow his skills and expertise, and those of others within the Carillion business, to be shared with the local community. Jason inspired colleagues to get involved and, as the local champion, worked to establish a mutually beneficial and sustainable partnership with the school, which in turn benefits the wider community. This partnership continues to this day, providing positive outcomes to the school, local residents and the local Carillion team.

**Jason's sustained commitment over the years was recognised when he was recently awarded the Employee Volunteer of the Year at the BITC Local Impact Awards.**

The Local Impact Awards specifically recognise companies and individuals who are creating a positive local impact in their community, through initiatives such as volunteering and inspiring young people with work placements.

Jason's involvement with King Richard School has continued to grow over the past seven years, resulting in him now being a Senior Governor. Other projects developed by Jason to support students include the provision of work experience, careers days, engaging students in developing a newsletter and providing live briefs aligned to course requirements.



### Factsheet

- ✓ Volunteered 616 hours over the last seven years
- ✓ Engaged 30 members of Carillion staff to support the Work Placement programme
- ✓ 2009 – Jason joins King Richard School Governing body.
- ✓ 2013 – Jason wins Employee Volunteer of the Year Award



### Jason's Journey Timeline: 2007

During the construction of the new hospital, Carillion was keen to engage with the local community. In line with the company's vision and values, employee Jason Dowling saw an opportunity to invest in the future local workforce through the large number of existing employees' children attending the local King Richard School.

In 2007 as part of a Business in the Community (BITC) initiative Jason and the Carillion team was invited to link up with King Richard School in Paulsgrove near Cosham.

The school chose the IT curriculum as its focus and wished to educate students in Year 9 and Year 10 as to how Information Technology is used in everyday business and how it relates to IT within the curriculum. The Carillion team agreed an initial 10 week project period, mostly with an IT theme, based on a visit to the business every Wednesday afternoon.

Following initial discussions with BITC Jason invited Liz Morriss, a school IT Tutor, to Carillion's offices for an insight into the business, learning what Carillion do and why the team were having a presence at the hospital over the next 30 years.



### Our Approach

- Plan of projects to be undertaken prepared
- Site visit and risk assessments completed
- Parental consent and insurance check completed

Once the school was satisfied with the facilities, and environment, we took an initial three students into our business. Projects took the form of:

- Induction
- Facilities Management (FM) Helpdesk
- Performance Monitoring
- Food Temperature Data
- Construction Site Tour
- Questionnaire Leaflet - Design & Artwork
- Porterage Audit & Collection of Data
- Producing a bid document (two weeks) & Presenting the bid
- Week 10 – Project overview and presentation.

Given that most people view hospitals as purely providing clinical care, we were keen to ensure the students appreciated that without the 900 strong FM Service team, the hospital would not function. In addition to this we were keen to ensure that the students received an induction similar to that of a new employee joining the company, right down to the provision of an ID badge.

**The induction day was set up to simulate the process of a new employee starting with the company and to set the scene for the following 10 weeks.**



## 2008 Biodiversity Project

This project commenced in late October 2008 and was undertaken by a cohort of six students over a six week period. Following the initial six week period the programme commenced on a rolling basis every six weeks.

The main aim of the programme was for the students to jointly own the Carillion FM Biodiversity Action Plan (BAP), with the school very keen to help develop the content to fit the curriculum and BAP objectives.

The joint plan was to:

- Create an action plan for habitats and species of priority
- Create a programme of implementation and monitoring
- Identify the habitats and species of priority including those which are locally distinct
- Plan and prepare an Ecological audit of the QA site
- To review general issues affecting biodiversity
- Present the data in a readable format
- To raise awareness and involvement in biodiversity conservation across the hospital site and to encourage individuals and organisations to review their role in biodiversity conservation and the resources required to develop their own action plan



### Jason commented:

*“The biodiversity project has enabled the school to benefit from students experiencing the real world and has prepared them for an understanding of how a business works - data collection, reporting, graphical presentation and presenting to an audience. It has also encouraged members of the FM team to interact in an environment generally outside their normal comfort zone and to understand the commitment to Community Engagement and what biodiversity means”.*



## Jason's Journey Highlights

**2009:** Jason joined the King Richard Trust Board and Governing Body and continued to develop programmes between the school and the QAH.

Carillion have by now forged strong links with King Richard School. Both teams are working collaboratively on a programme to bridge the gap between students leaving school and meeting employers' expectations.

**2012:** Carillion have by now forged strong links with King Richard School. Both teams are working collaboratively on a programme to bridge the gap between students leaving school and meeting employers' expectations.

*Issue:* The school approached Carillion to understand if it could help with mentoring students to understand what they needed to do to become employable i.e. by presenting themselves as attractively as possible in order to gain employment or to move on to further education.

*Programme:* The project was spearheaded by Jason with key individuals from his team playing a crucial role. This included the recruitment lead, performance & IT coordinator and the training lead.

Between the team a six week familiarisation programme of CV preparation, mock interviews and techniques and presentation skills were undertaken. This exposure to non-curricular soft skills culminating in a five minute presentation to a random audience of FM staff demonstrated how far the students had come on their six week journey with the overall achievement of equipping them with life skills for their step out into the real world.

Feedback from the students was both pleasing and satisfying with some real differences in attitude being shown by them over the period.

In addition to the training, the students also took up the opportunity to experience what FM is all about, witnessing service delivery activities to the customer in catering, helipad, switchboard, helpdesk and some clinical departments such as the mortuary!

Furthermore the message of work ethic, terms and conditions, holidays, pay, performance, discipline and punctuality was a significant message that came across in preparing them to meeting future employers' expectations.



*As a consequence of the 2012 project, Peter Newton, Deputy Head at King Richard School (pictured left) is encouraging more pupils to undertake the Carillion Experience*

### Business impacts

- The partnership Jason has developed with King Richard School has enabled Carillion to ensure the local community is a potential source of their future workforce
- Jason's role as an ambassador for Carillion in the community has improved local people's perception and understanding of the company
- Carillion now employ just under 1000 staff on the Portsmouth site, all from the local community
- Carillion staff engaged through the interventions have benefited in their personal development.

### Social impacts

- King Richard School achieved its best ever GCSE results in summer 2009, and on the basis of contextual value added tables; the school has moved into the top 5% most improved in the country
- Extra tutoring is provided in English and Maths for students not on track to achieve their grades, along with Easter and Half Term support sessions for Years 10 and 11
- Opportunities to experience jobs through on-site work experience in roles such as catering, cleaning and portering helps motivate students to work harder
- Jason joined the Governing Body of King Richard School in the Autumn Term of 2009, appointed by the School Trust as a Trust Parent Governor.

### BITC Responsible Awards 2013 - Local Impact Award – Employee of the Year

Jason was presented with the Local Impact Award at the South East Responsible Business Awards dinner on 27 June 2013 at the Hilton Reading Hotel.

Commenting on the awards, David Williams, BITC's Area South Director said:

*"The Responsible Business Awards shine the spotlight on an aspect of business that very rarely gets much public recognition - and that is its ability and willingness to truly transform lives, communities and society for the better. Our Local Impact Award achievers are at the heart of driving genuine change within local communities. I congratulate Jason for this achievement. We hope this example will inspire many more businesses and employees across the South East to put responsible behaviour at the heart of how they do business."*

On his award win Jason added:

*"Winning this award has given the team here at Portsmouth recognition of their efforts over the last seven years of valued collaboration with King Richard School and the impact it has had on the students there. This work positively impacts childrens' lives and has cemented Carillion's position as a major outlet for employment opportunities in the local community as well as strengthening the relationship between the QAH team and BITC."*