



**CONNECTIONS 2 INDEPENDENCE**

**YOUR STEPS, ARE OUR STEPS**

# **YOUNG PERSONS HANDBOOK 2023**



# **CONNECTIONS 2 INDEPENDENCE**

**YOUR STEPS, ARE OUR STEPS**

## **Introduction**

Connections 2 Independence are introducing you to the next big step in your life. This will lead you to become fully independent. We appreciate that it can be a worrying and scary time; however, we are here to provide you with intense support to guide you through the next chapter of your life.

This handbook holds all the important documentation and expectations we require from you while you are here with us. There are also a few extra forms that you will need to agree after the explanation between you, your social worker and the appointed young person's worker.

We require your feedback throughout your placement, to ensure we provide outstanding care and services. So we've included a copy of our complaints policy and procedure: because your voice matters, and we'd love to have the opportunity to correct and change our services where appropriate. We are always here to listen and offer advice when appropriate to do so. Your social worker, Independent Reviewing Officer (IRO) and advocate can also be contacted if you wish to discuss your placement with other professionals.

This document holds our expected professional standards, so we ask that you read and sign the document within 7 days of your placement starting. In doing so, we can share the agreement with your social worker at placement planning meetings. If you've any questions, please do not hesitate to contact a member of our friendly team.

## **Who are we?**



## CONNECTIONS 2 INDEPENDENCE

**YOUR STEPS, ARE OUR STEPS**

Connections 2 Independence provides a comprehensive support and care package to young people, who are currently supported by local authorities, schools, parents or carers. We are a small diverse team based in Gloucestershire.

It's not uncommon that young people will have come from a variety of backgrounds including homelessness, family unit breakdowns or crisis situations. That's why we empower young people to develop resilience, essential skills and move towards independence.

Connections 2 Independence developed the slogan '*Your steps, are our steps*' because we recognise that each young person's circumstances are unique and often challenging; so, we pledge to make Your steps, our steps. We hope you'll become a part of our family. We strive to go above and beyond ensuring that when you turn 18 or leave our placement, you're adequately equipped for independent living. After all, even as an adult life can be complex and often daunting for many, but you're in safe hands with us at C2I.

Our priority focus during your placement to ensure you make the progress we and you'd expect. We will promise to re-create that home-from-home feel, ensuring you are at the heart of your placement and that your voice is heard. In no time at all, you'll be settled in at placement - your young person's worker will ensure your transition is as smooth as reasonably possible.

### **Your Steps, Are Our Steps**

Your time within our service will be unique as we appreciate one model care package works for all. That is why we actively include you in the decision-making process, after all, your steps, are our steps. No matter your circumstances before engagement with our service we will be sure to get you up to speed in no time at all.

You'll share our accommodation with other services users aged 16 - 18; they may well be from a similar circumstance as yourself. But you aren't to worry about this, as we promise to never make your time at C2I one in which you'll find difficulties. Our staff are available 24-hours, and your young person's worker will ensure that your support programme is comprehensive and covers all of your needs.

Each week you and your young person's worker will set a goal; which focuses on taking small but important steps, ensuring the goal of full independence is achieved. You'll be actively encouraged to attend and make your appointments; as well as completing weekly shopping trips. When you begin to meet your milestones with documented evidence, the sooner you'll be able to move onwards to complete independent living.

We aspire to ensure you feel safe within our accommodation, we do hope you'll be the same. As your placement advances, you'll see your weekly allowance increase meaning more access to activities and additional costings. But with that responsibility, you'll also have to make sacrifices. A big part of independence is ensuring you can successfully live within



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your means, meaning you'll have to budget to ensure expenses such as rent, utilities and day to day living expenses are accounted for.

We understand that our service won't be for everyone and sometimes can become very overwhelming. Within our service, we rely on engagement to successfully meet your support needs. If support needs do not get met, this is not a problem. We can always review these and our service to ensure we are the best provider for you.

We know living independently is not just about moving out and having your own home. It's so much more than that. And that's why your steps, are our steps.

# **LIVING AGREEMENT**

This living agreement is between **Connections 2 Independence Ltd**



## CONNECTIONS 2 INDEPENDENCE

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And

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The agreement covers the rules and regulations that we expect full adherence to whilst in placement with C2I. If you're not happy with this agreement, please speak to a Connections 2 Independence Ltd Manager.

**Name of Young Person:**

**Name of Young Person Worker:**

I accept that Connections 2 Independence Ltd will provide ongoing support for me whilst placed at **15 Tudor Street, Gloucester, GL1 5HP**

**Placement start date:**

**Young person's signature:**

**Manager's signature:**

## YOUR RESPONSIBILITIES

WHAT WE EXPECT FROM YOU

**ADHERE TO THE HOUSE RULES AS FOLLOWED:**



## CONNECTIONS 2 INDEPENDENCE

### YOUR STEPS, ARE OUR STEPS

- 🧑🧑 Attend a monthly house meeting, unless authorised by your young person's worker – which will permit your absence, and you will be expected to catch up in your next immediate key session.
- 🧑🧑 Be responsible when using the communal areas and equipment provided, such as washing machine, fridge, cooker, kettle, toaster and microwave.
- 🧑🧑 C2I to be informed and agree to you staying outside of placement – Your social work, C2I and the third party **MUST** all mutually agree.
- 🧑🧑 Bedrooms to be kept in a reasonable condition – which adheres to our health and safety policy.
- 🧑🧑 Music or other noise to be kept reasonable at any time.
- 🧑🧑 No criminal damage and/or theft to take place whilst in our accommodation. Failure to acknowledge this will result in your arrest, with the damage and/or loss being repaid.
- 🧑🧑 Under any circumstances, **illegal** substances are not **permitted** in our accommodation. Reports of such substances can and will result in your placement ending and reports to the local constabulary.
- 🧑🧑 No overnight visitors.
- 🧑🧑 No pets allowed. (Unless Approved by Management)
- 🧑🧑 No smoking in the house.
- 🧑🧑 Respect all other young people, visitors, neighbours and C2I Staff
- 🧑🧑 C2I have a strict **no violence** policy while in placement.
- 🧑🧑 Visitors to leave by **9.30pm** Sunday – Thursday & **10.30pm** Friday & Saturdays
- 🧑🧑 Visitors are permitted one at a time – any visitors must display **identification** before entry.
- 🧑🧑 C2I staff will conduct **weekly** room checks to comply with our health and safety policy.
- 🧑🧑 Attendance to **all** support sessions – which are always arranged in advance with your young person's worker.



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- Attend to support shops with your young person's worker **until you're** able to demonstrate budgeting skills to that of a reasonable standard.
- Under any circumstances you **must not remove** fire blankets or batteries from smoke alarms – failure to comply will result in your placement ending.
- Engagement with your young person's worker were reasonably possible.
- You **must not** provide keys to accommodation to **anyone**, other than a Connections 2 Independence staff member. Your accommodation keys are **your** responsibility and should be returned when you leave placement.

## OUR RESPONSIBILITIES


### WHAT TO EXPECT FROM US


- 24-hour support from Young Persons Workers.
- A fully furnished bedroom with a lock, to keep all your possessions secure.
- A communal bathroom (ground floor) and Toilet (first floor).
- A communal fully fitted Kitchen.
- A communal lounge with a sofa, TV, Dining Table and Chairs.
- A safe and well-maintained living environment.
- A tailored independence programme.
- Complaints process to use if you are not happy in placement or the service being offered.
- Monthly House Meetings.
- On-call management number in case of emergencies.
- Support around EET (employment, education, and training).
- Support with accessing external agencies.



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 Visit from management every quarter (4 months) to ensure you're happy in placement and the service being offered is direct and focused on you.

 Weekly room checks.

I \_\_\_\_\_ **agree** to the above. Should I need to make a complaint I will follow the policy provided in this document and expect a reply within 10 working days.

Signed: \_\_\_\_\_  
(**Young Person**)

Signed: \_\_\_\_\_  
(**Manager**)

# TUDOR HOUSE

EVERYTHING YOU NEED TO KNOW ABOUT TUDOR HOUSE

**INSTRUCTIONS ON HOW TO USE OUR APPLIANCES**



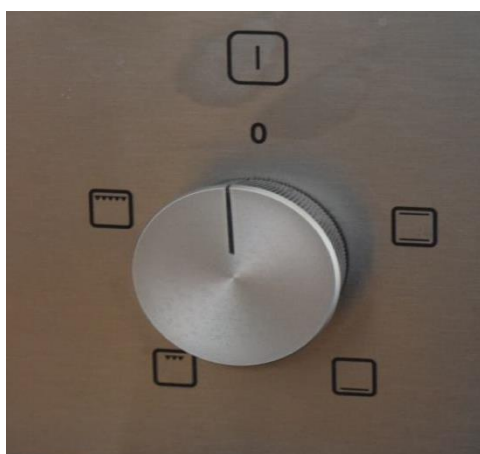


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### COOKER

We have got a cooking system suitable for beginner and transitional cooks. In the pictures below you'll see there are only two dials to use for the cooker to operate. On the left is the options in which you choose to cook which include oven and grill use. On the right are the options for temperature, which you will set depending on what is displayed on the instruction pack of the food purchased.



### HOB

The hob is displayed above the electric cooker, there are four hobs as displayed which when operating will show red meaning it is active. The options run from 1 – 5 and will also depend on food cooking, please always read instruction manuals before preparing meals. This will fall in line with your independent programme.



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### WASHING MACHINE

Our washing machine is a Hotpoint 7kg with multiple different options displayed in the zoomed option. It is very self-explanatory which you decide which setting you like using the middle dial. Add your washing powder and softer and click go. Our washing machine has a timer to display how long each load has left. It will notify you when a load of washing is also finished.





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### **MICROWAVE**

Our microwave has a 30-second clicking system which allows you to simply click to add 30 seconds. Please ensure you read your label to how long it needs to go into the microwave. All other options are standard and are to do with power, time and stop settings.



### **FUSE BOX & TRIP SWITCH LOCATION**

Our fuse box and trip switch are located in our living area behind the sofa. In the white cabinet which is to protect the sources and keep it out of site. They are clearly labelled and usable for all to understand.

### **CONTACTS – SHOULD ANYTHING GO WRONG WITH THE PROPERTY**

#### **Keaton Pearce**

Managing Director  
07468 493 970

#### **Paige Stokes**

Managing Director



# CONNECTIONS 2 INDEPENDENCE

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07929 035 431

**Lisa Royles**  
Managing Director  
07415 600 033

## REFUSE COLLECTION DAYS AND DETAILS OF RECYCLING

Your collection details



Household waste (black bin): **Every two weeks on a Friday**



Garden waste (green bin): **Every two weeks on a Friday**



Household recycling (green box, brown food bin and blue sack): **Weekly on a Friday**



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**GAS SAFETY CERTIFICATE**



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**safe** gas safety

This form allows the recording of the results of the required checks as defined by the Gas Safety (Installation and Use) Regulations. The information recorded on this form does not confirm that the installation was installed by a **Gas Safe** registered business or that the installation complies with any relevant Building Regulations. Checkers should be requested to install and check for satisfactory installation of products of combustion. A detailed record of inspection of the chimney/flue integrity, construction and lining has not been carried out.

## GAS SAFETY RECORD

**Engineer Name:** Daniel Jones  
**Gas Safe ID Card No.:** HSCC-240925441001  
**Registered Address:** 2 Manor Farm, Gillingham, Dorset, DT2 3JL  
**Telephone:** 01752 347311  
**Registration No.:** 200315

**Job Details**

Name	Address	Telephone
Mr T Rupp	15 TUDOR STREET, GILGERRIE	01550 247311

**Landlord Details**

Name	Address	Telephone
Mr T Rupp	29 AUSTIN CLOSE, ALDERIDGE, CHESHIRE, CH15 9EP	01550 247311

**Appliance Details**

Group ID	Location	Appliance Type	Make	Model	Landlord's Appliance	Appliance Inspected	Safety Device	Flue 1
1	Boiler	Boiler	HEATING	HEATING COMB 24 HE	Yes	Yes	Pass	Flue 1
2	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
3	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
4	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
5	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
6	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
7	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
8	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
9	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
10	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
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16	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
17	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
18	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
19	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
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71	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
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88	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
89	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
90	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
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92	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
93	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
94	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
95	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
96	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
97	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
98	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
99	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1
100	Heating	Heating	Heating	Heating	Yes	Yes	Pass	Flue 1

**Emergency Valve and Meter**

Location accessible	Flue to air	Correctly installed	Tightness test completed	Emergency shut-off
Yes	Yes	Yes	N/A	Yes

**Report received by:**

Name	Signature	Date
Mr T Rupp	[Signature]	30 March 2023

**HomeServe**





# CONNECTIONS 2 INDEPENDENCE

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### ELECTRIC SAFETY CERTIFICATE

#### ELECTRICAL INSTALLATION CONDITION REPORT

Acknowledgement: this certificate is based on the model in appendix 6 of BS 7671: 2018

Certificate No.

STALLARD 001

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CLIENT DETAILS		INSTALLATION ADDRESS	
RAJA-M. FAROOQ		15 TUDOR STREET	
29 ASHTON CLOSE		GLOUCESTER	
GL4 5 BP		GLOUCESTER	
Postcode GL4 5BP		Postcode GL4 5 HP	
PURPOSE FOR WHICH THIS REPORT IS REQUIRED			
RENTAL COMPANY REQUEST DUE TO NEW TENANTS.			
Date(s) on which inspection and testing was carried out: 4 <sup>th</sup> AUG 2020			
DESCRIPTION OF PREMISES			
Domestic <input checked="" type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Other (include description)			
Estimated age of the wiring system: Years 10			
Evidence of Alterations / Additions: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not apparent <input type="checkbox"/> If 'Yes' estimate age in years 4			
Date of last inspection: Records available: <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
Extent of electrical installation covered by this report		Agreed Limitations (See Reg 653.2)	
TESTING OF ALL CIRCUITS.		N/A.	
15% OF FACE PLATES REMOVED FOR INSPECTION.		Agreed with	
		Operational limitations	
<p>It should be noted that cables concealed within trunking and conduits, under floors, in roof spaces and generally within the fabric of the building or underground, have not been inspected unless specifically agreed between the client and the inspector prior to the inspection. An inspection should be made within an accessible roof space housing other electrical equipment. This inspection and testing detailed in this report and accompanying schedules have been carried out in accordance with BS 7671: 2018 (IET Wiring Regulations), as amended to:</p>			
SUMMARY OF THE CONDITION OF THE INSTALLATION			
General condition of the installation (in terms of electrical safety) A OLD SPLIT LOAD CONSUMER UNIT PLASTIC MK. ALL WITH MCB'S AND 2 x 63AMP 30MA RCD TO PROTECT CIRCUITS. ALL NEW FACEPLATE. IN EXCELLENT CONDITION THROUGHOUT.			
Overall assessment of the installation in terms of its suitability for continued use: Satisfactory <input checked="" type="checkbox"/> Unsatisfactory* <input type="checkbox"/> *An unsatisfactory assessment indicates that dangerous (code C1) and/or potentially dangerous (code C2) conditions have been identified.			
RECOMMENDATIONS & NEXT INSPECTION			
Where the overall assessment of the suitability of the installation for continued use above is stated as UNSATISFACTORY, I/we recommend that any observations classified as 'Danger present' (code C1) or 'Potentially dangerous' (code C2) are acted upon as a matter of urgency. Investigation without delay is recommended for observations identified as 'further investigation required' (code F1). Observations classified as 'improvement recommended' (code C3) should be given due consideration.			
Subject to the necessary remedial action being taken, I/we recommend that this installation is further inspected and tested by N/A. (Date)			
DECLARATION			
I/We, being the person(s) responsible for the inspection and testing of the electrical installation (as indicated by my/our signatures below), particulars of which are described above, having exercised reasonable skill and care when carrying out the inspection and testing, hereby declare that the information in this report, including the observations and the attached schedules, provides an accurate assessment of the condition of the electrical installation taking into account the stated extent and limitations of this report.			
Inspected and tested by:		Report authorised for issue by:	
Name Capital: KEVIN NORRIS	Date 4-8-2020	Name Capital: KEVIN NORRIS	Date 4-8-2020
Signature:		Signature:	
For/on behalf of: KEVIN NORRIS LTD		For/on behalf of: KEVIN NORRIS LTD	
Position: DUTY HOLDER		Position: DUTY HOLDER	
Address: 20 DR BROWN'S CLOSE		Address: 20 DR BROWN'S CLOSE	
MINCHINHAMPTON		MINCHINHAMPTON	
GL6 9DW		GL6 9DW	
CP Scheme: N/A <input checked="" type="checkbox"/>		Membership No:	

TC3/a 18



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## ELECTRICAL INSTALLATION CONDITION REPORT cont.

Acknowledgement: this certificate is based on the model in appendix 6 of BS 7671: 2018

Certificate No.

STALLARD 001

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SUPPLY CHARACTERISTICS & EARTHING ARRANGEMENTS					
Earthing Arrangements		Number of Live Conductors		Nature of Supply Parameters	
TNC	TNS <input checked="" type="checkbox"/>	Phase	Wire	AC <input checked="" type="checkbox"/> DC <input type="checkbox"/>	Nominal Voltage $U_0/U_n$ 230 V
TNCS	TT	Other			Nominal Frequency $f^*$ 50 Hz
IT		Confirmation of supply polarity <input checked="" type="checkbox"/>			Prospective fault current $I_{pf}$ 1.56 kA
Supply Protective Device Characteristics					External loop impedance $Z_e$ 0.15 $\Omega$
Type	Bill	Nominal current rating 80-100 A		* by enquiry <sup>†</sup> by enquiry or by measurement	
Other sources of supply (as detailed on attached schedule) <input type="checkbox"/>					
PARTICULARS OF INSTALLATION REFERRED TO IN THE REPORT					
Means of Earthing		Details of Installation Earth Electrode (where applicable)			
Distributor's facility	<input checked="" type="checkbox"/>	Type (eg. rod(s) tape etc) N/A			
Installation earth electrode	<input type="checkbox"/>	Electrode resistance to Earth $\Omega$			
Location					
Main Protective Conductors					
Earthing conductor:	Material	COPPER		csa 16 mm <sup>2</sup>	Continuity and connection verified <input checked="" type="checkbox"/>
Main protective bonding conductors: (to extraneous conductors parts)	Material	COPPER		csa 10 mm <sup>2</sup>	Continuity and connection verified <input checked="" type="checkbox"/>
To water installation pipes <input checked="" type="checkbox"/>	To gas installation pipes <input checked="" type="checkbox"/>	To oil installation pipes <input checked="" type="checkbox"/>	To structural steel <input checked="" type="checkbox"/>	N/A	
To lightning protection <input checked="" type="checkbox"/>	To other <input type="checkbox"/>	Specify N/A			
Main Switch / Switch - Fuse / Circuit-Breaker / RCD					
BS, Type	60947-3	No. of poles	DOUBLE	Voltage rating	230 V
Location	IN CONSUMER UNIT IN DINING ROOM	Current rating	100 A	Fuse / device rating or setting	80 A
If RCD main switch: Rated residual operating current $I_{\Delta n}$	= 30 mA	Rated time delay	N/A ms	Measured operating time	N/A ms
OBSERVATIONS					
Referring to the attached schedules of inspection and test results, and subject to the limitations specified at the <b>Extent and limitations of inspection and testing</b> section. No remedial action is required <input type="checkbox"/> The following observations are made <input checked="" type="checkbox"/> See below					
OBSERVATIONS (Include schedule reference as appropriate)					CLASSIFICATION CODE
PLASTIC CONSUMER UNIT. NOT UNSAFE. IMPROVEMENT RECOMMENDED.					C3
One of the following codes, as appropriate, has been allocated to each of the observations made above to indicate to the person(s) responsible for the installation the degree of urgency for remedial action. C1 - Danger present. Risk of injury. Immediate remedial action required. C2 - Potentially dangerous - urgent remedial action required C3 - Improvement recommended FI - Further investigation required without delay.					
Schedules					
The attached Schedules are part of this document and this Certificate is valid only when they are attached to it.					
No. of Inspection Schedules attached:		NONE			
No. of Test Result Schedules attached:		NONE			

TC3/b 18





# CONNECTIONS 2 INDEPENDENCE

## YOUR STEPS, ARE OUR STEPS

### ELECTRICAL INSTALLATION CONDITION REPORT cont.

Acknowledgement: this certificate is based on the model in appendix 6 of BS 7671: 2018

Certificate No.

STAIRARD 001

Page 4 of 5

OUTCOMES	Acceptable condition	✓	Unacceptable condition	State C1 or C2	Improvement recommended	State C3	Further Investigation	FI	Not verified	N/V	Limitation	LIM	Not applicable	N/A
Item	Description	Outcome (Use codes above. Provide additional comment where appropriate. C1, C2, C3 & FI coded items to be recorded under observations in the Condition Report)												
4.0	CONSUMER UNIT(S) / DISTRIBUTION BOARD(S) - continued													
4.17	Protection against electromagnetic effects where cables enter consumer unit/distribution board / enclosures (521.5.1)	✓												
4.18	RCD(s) provided for fault protection – includes RCBs (411.4.204; 411.5.2; 531.2)	✓												
4.19	RCD(s) provided for additional protection / requirements - includes RCBs (411.3.3; 415.1)	✓												
4.20	Confirmation of indication that SPD is functional (651.4)	N/A												
4.21	Confirmation that ALL conductor connections, including connections to busbars, are correctly located in terminals and are tight and secure (526.1)	✓												
4.22	Adequate arrangements where a generating set operates as a switched alternative to the public supply (551.6)	N/A KN												
4.23	Adequate arrangements where a generating set operates in parallel with the public supply (551.7)	N/A												
5.0	FINAL CIRCUITS													
5.1	Identification of conductors (514.3.1)	✓												
5.2	Cables correctly supported throughout their run (521.10.202, 522.8.5)	N/V												
5.3	Condition of insulation of live parts (416.1)	✓												
5.4	Non-sheathed cables protected by enclosure in conduit, ducting or trunking (521.10.1)	✓												
	• To include the integrity of conduit and trunking systems (metallic and plastic)													
5.5	Adequacy of cables for current-carrying capacity with regard to the type and nature of installation (Section 523)	✓												
5.6	Coordination between conductors and overload protective devices (433.1; 533.2.1)	✓												
5.7	Adequacy of protective devices: type and rated current for fault protection (411.3)	✓												
5.8	Presence and adequacy of circuit protective conductors (411.3.1.1; Section 543)	✓												
5.9	Wiring system(s) appropriate for the type and nature of the installation and external influences (Section 522)	✓												
5.10	Concealed cables installed in prescribed zones (see: Extent and limitations) (522.6.202)	✓												
5.11	Cables concealed under floors, above ceilings or in walls / partitions, adequately protected against damage (See extent and limitations) (522.6.204)	✓												
5.12	Provision of additional requirements for protection by RCD not exceeding 30mA:													
	• for all socket-outlets of rating 32 A or less unless an exception is permitted (411.3.3)	✓												
	• for supply of mobile equipment not exceeding 32 A rating for use outdoors (411.3.3)	✓												
	• for cables concealed in walls at a depth of less than 50mm (522.6.202, 203)	✓												
	• for cables concealed in walls / partitions containing metal parts regardless of depth (522.6.203)	✓												
	• Final circuits supplying luminaires within domestic (household) premises (411.3.4)	✓												
5.13	Provision of fire barriers, sealing arrangements and protection against thermal effects (Section 527)	✓												
5.14	Band II cables segregated/separated from Band I cables (528.1)	LIM												
5.15	Cables segregated/separated from communications cabling (528.2)	LIM												
5.16	Cables segregated/separated from non-electrical services (528.3)	✓												
5.17	Termination of cables at enclosures-indicate extent of sampling in 'Extent and Limitations' of the report (Section 526)	✓												
	• Connections soundly made and under no undue strain (526.6)													
	• No basic insulation of a conductor visible outside enclosure (526.8)	✓												
	• Connections of live conductors adequately enclosed (526.5)	✓												
	• Adequately connected at point of entry to enclosure (glands, bushes etc.) (522.8.5)	✓												
5.18	Condition of accessories including socket-outlets, switches and joint boxes (651.2(v))	✓												

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## CONNECTIONS 2 INDEPENDENCE

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### TV LICENCE

**Your TV Licence details:**

 Licence number	 Expiry date	 Last name
<b>3999696860</b>	<b>31/08/2024</b>	<b>Pearce</b>

Check your payment plan and when payments are taken on our website, as amounts may have changed. You can also view, download or print off your licence – just click below to sign in.

[View your licence](#)[Update your details](#)

### WHERE TO TURN OFF THE WATER IN AN EMERGENCY

The water tap is located under our sink in the kitchen, when turning off the water please ensure the washing machine and sink is not in use. Please notify a member of staff as soon as possible to make sure we can get the emergency sorted within a mannered time frame.

### COMPLAINTS FORM



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

**DEAR DIRECTOR,**

I'm currently in placement at **15 Tudor House, Gloucester, GL1 5HP**

My name is: \_\_\_\_\_

### COMPLAINT

(Please provide as much detail on the page below. Include names, places, dates and times. This will help your complaint be efficiently dealt with.)

I request that you deal with my complaint within 10 working days. I would like a written reply also.

I would like a copy of my complaint sent to my social worker

Yes | No



**CONNECTIONS 2 INDEPENDENCE**  
**YOUR STEPS, ARE OUR STEPS**

# **COMMENTS, COMPLIMENTS & COMPLAINTS**

## **POLICY AND PROCEDURE 2023**







### **Contents**

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- 1. Comments**
- 2. Compliments**
- 3. Complaints**
- 4. Monitoring and Review of the Policy**


### **1. Comments**

---

-  All comments should be recorded by the person making the comment to a member of staff, an associate or a volunteer of Connections 2 Independence.
-  Staff, associates and volunteers can record any further action they think should be taken.
-  Completed forms will be forwarded to the Managing Directors or their representative.
-  The Managing Directors or their representative will acknowledge receipt with the originator.
-  Copies will be filed in staff, associate or volunteer's files if relevant.
-  Comments will be monitored monthly at management meetings.

### **2. Compliments**

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-  All compliments should be recorded by the person making the compliment to a member of staff, an associate or a volunteer of Connections 2 Independence.



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

- 🧑🧑 Staff, associates and volunteers can record any further action they think should be taken.
- 🧑🧑 Completed forms will be forwarded to the Managing Directors or their representative.
- 🧑🧑 The Managing Directors or their representative will acknowledge receipt with the originator.
- 🧑🧑 Copies will be filed in staff, associate or volunteer's files if relevant.
- 🧑🧑 Compliments will be monitored monthly at management meetings.

### 3. Complaints

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The formal complaint procedure has three distinct stages. These are

- 🧑🧑 Stage 1 – Formal Notification: Recording, Investigation & Reply
- 🧑🧑 Stage 2 – Review by Manager
- 🧑🧑 Stage 3 – Consideration by the Director

#### Complaint logging

All actions taken to resolve formal complaints should be recorded on our database. A file note should also be made of the outcome of the formal resolution of the complaint for the file.

#### Stage 1: Formal Notification: Recording, Investigation & Reply

There are three parts to Stage1, and these are also relevant to Stages 2 and 3. These are:

- 🧑🧑 Recording
- 🧑🧑 Investigation
- 🧑🧑 Reply

#### Recording

Upon receipt of a formal complaint, the Officer should log the details on the database, complete Part A of the Complaint Form (CF), attach the complainant's letter of complaint/complaint form, and pass it onto the Service Manager. The manager will send the complainant a standard acknowledgement letter explaining that the complaint has entered the formal Complaints Procedure. The Monitoring



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section of the form should be completed using information obtained from the complaint form.





The manager will ensure Parts A & B of the form is completed and will keep a copy of the form and the letter of complaint for monitoring purposes. The letter of complaint will be attached to the CF and passed to the Investigating Officer (IO). The IO will be the Director. However, in all cases, the response will be agreed and logged on the database.

### Investigation

The IO has ten working days for the investigation to be carried out and a reply drafted. A thorough investigation is required and as such, it is likely that the IO will wish to discuss the complaint with the following people as a minimum:

-  The complainant
-  The Officer who originally dealt with the matter
-  Any other staff involved from other teams/departments
-  Any external agencies with significant involvement

These discussions should be conducted solely for information gathering purposes. Once the IO has concluded their investigations, they may find the following:

-  The complainant's complaint is fully justified
-  The complainant's complaint is partly justified
-  The complainant's complaint is not justified
-  Further information is required before a decision can be reached

### Reply

The manager will remind the IO on the eighth day that a reply is due to be sent out within 48 hours. If a full reply cannot be sent on the seventh day, then an interim or holding reply must be drafted and sent to the complainant with a copy to the manager. A copy of the full reply must be appended to the Complaints Form.

### Stage 2: Review by Managing Director

If a complainant is not satisfied with the decision under Stage 1, they can request that an MD review the decision. An application for review must specify the reasons for the review. The manager will acknowledge receipt (Stage 2) and pass the request onto the MD who will reply within ten working days. A copy of the reply must be forwarded to the manager.



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### **Stage 3: Consideration by the Complaints Panel**

If the complainant remains dissatisfied, the final internal stage is for the Complaints Panel to consider the matter. Once again, any application for consideration by the panel must clearly state the reasons for the matter to be considered. Again, the manager will acknowledge receipt (Stage 3) and, once considered, the panel will write to the complainant explaining the outcome. The target for Stage 3 replies is one calendar month.

### **Compensation**

At any point in this procedure, including during the informal resolution stage compensation may be offered to the complainant, at the discretion of the Director, up to a limit of **£500**.

### **Monitoring of complaints**

The manager will monitor all cases to ensure they are completed within the timescales laid down in this procedure. They will also ask and record if given, information relating to age, sex and ethnicity of complainants to help us ensure that policy, procedures and behaviour of staff, contractors or agents are not indirectly discriminating against any section of the population.

The outcome of this monitoring will be reported to the Senior Management Team quarterly.

### **17. Monitoring and Review of the Policy**





The Compliments and Complaints Policy is a working document that will be reviewed at least once a year and, in addition, on other occasions where Connections 2 Independence is undergoing developmental change.

# PRIVACY | CONSENT FORM



## CONNECTIONS 2 INDEPENDENCE

**YOUR STEPS, ARE OUR STEPS**

-  To hold a young person's details and to pass these to another worker or agency where appropriate.
-  Connections 2 Independence may typically hold the following information about you:
  - Name, Address, Date of Birth, Gender, Telephone Number, Email Address, Ethnicity, Details of contact had with you, Referrals we have received for you, Programme/Youth work that has been done with you, information from the police on offending, Assessments/Action plans, Education & Employment and Training information.
-  Connections 2 Independence would like your permission to hold the above information and, where appropriate, share it with other agencies that you may be in contact with.
-  We would like your permission to contact or pass on information about you to the following organisations (if necessary):
  - Education Welfare, Reintegration Service, School/College, National Apprenticeship Service,
  - Police, Health Services, Employers/Training Providers, Voluntary/Community Groups,
  - Parents/Carers, JobCentre, County Council, Housing Agencies, Other (please specify):

- Is there any information you would not want to be shared or recorded, or any person or agency you would not want us to share your information with?

Please sign below to give your permission to Connections 2 Independence to hold your information on the database and pass it to other Worker/Agencies mentioned above.





## **CONNECTIONS 2 INDEPENDENCE**

**YOUR STEPS, ARE OUR STEPS**

I have been given the information regarding my privacy and had it explained to me  
by Connections 2 Independence

Full Name:

Signed:

Date:

# **SAFER CARING FOR YOUNG PEOPLE**



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

# POLICY AND PROCEDURE 2023

## Introduction

---

- 🧑🧑 Connections 2 Independence has a responsibility to keep you safe once you have started your placement.
- 🧑🧑 We take that seriously but we also know that you have rights so we will respect your rights. At times your idea of being safe may not be ours but at those points, we will talk with you.
- 🧑🧑 What we tell you now is the guidance for you and the staff in trying to keep you safe.

## What Will Happen

---

- 🧑🧑 When you are in your room, your privacy will be respected. Staff will knock on your door and will enter when you permit them. The only time that will not happen is if we believe you are not safe or doing something illegal.
- 🧑🧑 We will respect your personal space.
- 🧑🧑 If you are sharing the house with others then we ask you to respect their privacy and help in keeping the house secure.
- 🧑🧑 If you feel at any time that staff/s are acting in a way that upsets you should bring this to the attention of Connections 2 Independence Ltd managers or your social worker. Please make sure you understand how to make a complaint, information on C2I Complaints, Comments, and Compliments Policy as this will be given to you when you begin your placement with us.
- 🧑🧑 If you damage anything there will more than likely be a sanction. This will be fully explained to you.
- 🧑🧑 If we believe that your lifestyle is placing you in danger of being sexually exploited we will take action.
- 🧑🧑 Your young person's worker will inform you about confidentiality, sharing information and e-protection by giving you a copy of our Privacy Policy and going through it with you.
- 🧑🧑 If you are going anywhere that means you will be away for some time, such as a day trip somewhere, please let your young person's worker know about it.
- 🧑🧑 If you go missing for any time and you do not let us know we will report you to the Police in line with Connections 2 Independence missing person protocol.
- 🧑🧑 At all times, we will do our best to listen to you.


## Review

---



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

 Each year we will look at this policy and see if anything needs changing. If you feel anything needs changing please tell management.

I have been given the information regarding my safety and had it explained to me by Connections 2 Independence

Full Name:

Signed:

Date:

### **Structure of Independence Programme**

Young people at Connections 2 Independence are expected to work through an independence programme made up of 9 different sections covering a wide range of topics that arise along the journey to independent living.

Young people are expected to attend 2 support sessions weekly and their engagement is recorded and monitored. A portfolio is created being made up of worksheets the young people have completed, case notes, photographic evidence



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YOUR STEPS, ARE OUR STEPS

and sign off sheets so the young person can see clearly when a section has been completed and what knowledge targets they are working towards.

The programme is made up of the following topics:

### Health and Wellbeing:

- 🧑🧑 Understanding the benefits of a well-balanced diet
- 🧑🧑 Ability to plan a weekly menu and shopping list
- 🧑🧑 Understanding the importance of regular exercise and how to access sports and leisure activities locally
- 🧑🧑 Knowledge of how to access GP's, dentist and opticians and when to seek medical advice
- 🧑🧑 Understanding common health problems
- 🧑🧑 Being aware of the dangers of substance misuse
- 🧑🧑 Recognising drug/alcohol dependency
- 🧑🧑 Awareness of the importance of mental health and emotional wellbeing
- 🧑🧑 Understanding feelings and the effect they have on the body, learning positive ways to express them
- 🧑🧑 Understanding the importance of self-esteem
- 🧑🧑 Becoming aware of self- destructing behaviour

### Managing Money:

- 🧑🧑 Understanding bank accounts
- 🧑🧑 Knowledge of loans and overdrafts
- 🧑🧑 Knowledge of welfare benefits
- 🧑🧑 Knowledge of the importance of budgeting
- 🧑🧑 Demonstrate the ability to budget and prioritise for food shopping
- 🧑🧑 Ability to read and understand a utility bill

### Managing a Home:

- 🧑🧑 Understanding different types of accommodation and how to access them
- 🧑🧑 Understanding tenancy agreements and the difference with your living agreement
- 🧑🧑 Ability to select and budget for items needed in a new home
- 🧑🧑 Knowledge of where to purchase items to get the best value for money
- 🧑🧑 Demonstrate knowledge of fire safety in the home
- 🧑🧑 Identifying health risk and minimising risk when living alone
- 🧑🧑 Knowledge of security within your home
- 🧑🧑 Understanding how to be energy saving in the home
- 🧑🧑 Demonstrating the knowledge of the importance of recycling
- 🧑🧑 Awareness of noise nuisance
- 🧑🧑 Ability to manage visitors in your home
- 🧑🧑 Knowledge of anti-social behaviour orders
- 🧑🧑 Knowledge and ability to maintain good neighbour relationships



## CONNECTIONS 2 INDEPENDENCE

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### **Employment, Education and Training:**

- 🧑🧑 Exploring what motivates you
- 🧑🧑 Knowing what choices are available in secondary and higher education
- 🧑🧑 Understanding grants, bursaries and scholarships
- 🧑🧑 Knowing how local authorities can help you out and the benefits of being in education post 18
- 🧑🧑 Knowing how to write a CV and developing interview skills
- 🧑🧑 Understanding the process of how to apply for work and different types of contracts
- 🧑🧑 Understanding employment rights

### **Family and Relationships:**

- 🧑🧑 Knowledge of what makes a healthy relationship
- 🧑🧑 Identifying your support network
- 🧑🧑 Ability to stay strong and avoid peer pressure
- 🧑🧑 Knowledge of how to take responsibility for sexual matters
- 🧑🧑 Knowledge of life story work (through social worker)

### **Looking After You:**

- 🧑🧑 Knowledge of a reasonable standard of personal care
- 🧑🧑 Ability to identify and purchase appropriate items for personal care
- 🧑🧑 Knowledge of good personal presentation and why it is important
- 🧑🧑 Being able to demonstrate having a positive opinion of yourself
- 🧑🧑 Demonstrating the ability to use a washing machine and caring for clothes
- 🧑🧑 Awareness of how to stay safe when travelling
- 🧑🧑 Awareness of staying safe when using the internet

### **Personal Growth, Awareness and Problem Solving:**

- 🧑🧑 Self-Reflection
- 🧑🧑 Identifying a problem
- 🧑🧑 Developing possible solutions and selecting the best one
- 🧑🧑 Ability to problem solve
- 🧑🧑 Demonstrate the ability to be able to make decisions for self

### **Life Skills and Emergency Planning:**

- 🧑🧑 Awareness of life and social skills
- 🧑🧑 Knowing how to use life skills in everyday situations
- 🧑🧑 Time Management
- 🧑🧑 Emergency First Aid
- 🧑🧑 How to prepare for Emergencies

### **Legal Rights & Being in Care:**

- 🧑🧑 Knowledge of legal rights and entitlements



## CONNECTIONS 2 INDEPENDENCE

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- 🧑🧑 Understanding the process of being under arrest
- 🧑🧑 Understanding of the homelessness act 2002
- 🧑🧑 Understanding different worker's roles
- 🧑🧑 Understanding of assessments, plans and reviews
- 🧑🧑 Knowledge of your entitlements while being in care

### **Other Useful Contact Numbers:**

2gether trust Mental Health services  
**01452 894000**

Samaritans 24-hour helpline.  
**116 123**

Beat: Eating disorder helpline.  
**0808 801 0711**



## **CONNECTIONS 2 INDEPENDENCE**

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Childline.  
**0800 1111**

FRANK: drug information service.  
**0300 123 6600**

Young Stonewall: Support and information for young lesbian, bisexual and transsexual people.  
**0800 050 2020**

Relate: Support with relationships including counselling, telephone counselling and anonymous live chat.  
**0300 003 0396**

Both numbers for Anxiety UK: advice and support for people living with anxiety.  
**03444 775 774** (helpline)  
**07537 416 905** (text)

### **List of Useful Websites:**

[www.catch-22.org.uk](http://www.catch-22.org.uk)

[www.leavingcare.org](http://www.leavingcare.org)

[www.nyas.net](http://www.nyas.net)

[www.childline.org.uk](http://www.childline.org.uk)

[www.thewhocaretrust.org.uk](http://www.thewhocaretrust.org.uk)

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

[www.mankind.org.uk](http://www.mankind.org.uk)

[www.womensaid.org.uk](http://www.womensaid.org.uk)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.youngglos.org.uk](http://www.youngglos.org.uk)



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[www.the-bizz.org](http://www.the-bizz.org)

[www.nosecondnightout.org.uk](http://www.nosecondnightout.org.uk)

[www.thesite.org](http://www.thesite.org)

[www.youngminds.org.uk](http://www.youngminds.org.uk)

[www.gscb.org.uk](http://www.gscb.org.uk)

### **Local Education Facilities:**

Gloucestershire College: Campuses at Cheltenham, Gloucester and Forest of Dean.  
Gloucester campus: Llanthony Road, Gloucester, GL2 5JQ. **0345 155 2020**,  
**info@gloscol.ac.uk**. **22-minute walk, a 5-minute drive.**

SGS College: Campuses at Filton, Stroud, WISE, Bristol School of Art, Clifton  
Campus and Berkeley Green Campus. <https://www.sgscol.ac.uk/contacts>

UCAS: Information about university courses and available locations.  
<https://www.ucas.com>

### **Local centres:**

Gloucester Youth Support Centre-The Vibe: Stanway Rd, Coney Hill, Gloucester  
GL4 4RE. **01452 415707**. **51 minute walk 8-minute drive.**

Podsmead Community Centre: 62 Milton Ave, Podsmead, Gloucester GL2 5AS.  
**01452 528300**. **17 minute walk 3-minute drive.**

### **Activities in the area:**

Football (16-18): Contact: Scott Milne on **01454 615888 (Option 3)**.

Women's football: Contact Alexis Lunn-Gadd on **01452 615888 (Option 3)**.

Rugby: Hucclecote RFC (both men and women's teams): Churchdown Lane,  
Hucclecote, GL3 3QH. Contact: **01452 621 281**.





## **CONNECTIONS 2 INDEPENDENCE**

**YOUR STEPS, ARE OUR STEPS**

Old Cryptians RFC: Contact: Gavin Worrall on **07828304317**. Memorial Ground Tuffley Avenue, Gloucester, Gloucestershire, GL1 5NS. **14 minute walk 2-minute drive.**

If you're not into sports, then visit the Glo-Active page online to find out about different social group activities which include arts and crafts, cookery, music and much more. <https://glo-active.co.uk/social-groups/>.

Groups are in:

### **Stroud**

Stroud Youth Centre, Ryleaze Road, Stroud, GL5 1JR, **01453 763 993**

### **Cheltenham**

Gas Green Youth & Community Centre, Cheltenham, GL51 9HQ, **01242 237 883**.

### **Libraries with free internet access:**

Tuffley Library: Windsor Dr, Tuffley, Gloucester GL4 0RT. **01452 522160**. **40 minute walk 9-minute drive.**

Gloucester Library: Brunswick Rd, Gloucester GL1 1HT. **01452 426973**. **22 minute walk 4-minute drive.**

### **Nearest Children's Nurseries:**

Jelly Bears Day Nursery: 239a Bristol Road, Gloucester GL1 5TL. **01452 548475**. – **3-minute walk 1-minute drive.**

Into-play: 24 Llanthony Rd, Gloucester GL2 5HQ. **01452 413131**. **20-minute walk, a 4-minute drive.**



**CONNECTIONS 2 INDEPENDENCE**

**YOUR STEPS, ARE OUR STEPS**

# **GLOUCESTER CITY**

**EVERYTHING YOU NEED TO KNOW ABOUT YOUR SURROUNDING AREA**

## **General Information**

Tudor House is situated in the Linden area of Gloucester. It is well located for access to Gloucester City Centre and Gloucester Quays which offers a cinema, shopping and restaurants along with a nearby Go-Karting Centre. Linden has several local amenities including doctors, schools and training providers such as Bridge and Prospects.

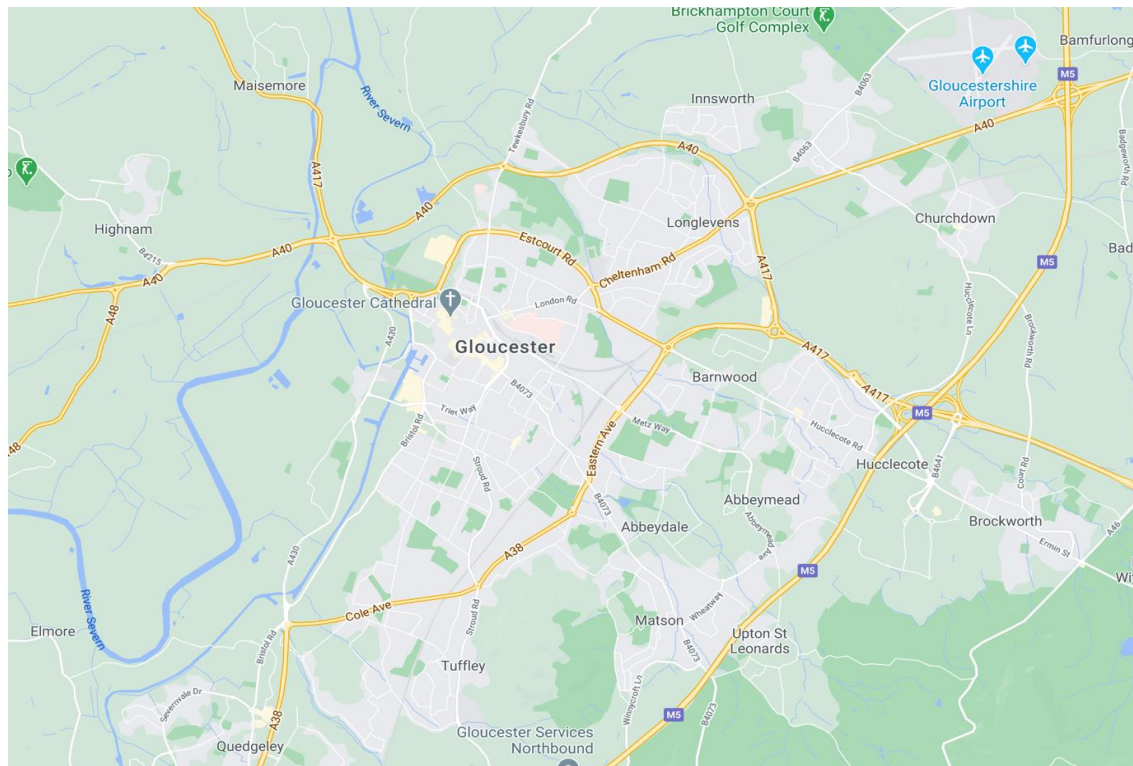
Prospects are a two-minute walk away from Tudor House and are located on Bristol Road. The Dentist in the town centre which is a short bus journey, there are two bus routes which run every 10 minutes into the city centre. There is also a leisure centre in the city centre providing a gym, sports and swimming facilities. With local Football and Rugby clubs. Linden is a very central location and is accessible to all areas of Gloucester.



# CONNECTIONS 2 INDEPENDENCE

## YOUR STEPS, ARE OUR STEPS

### Gloucester City Centre



### Bus Location and Timetable

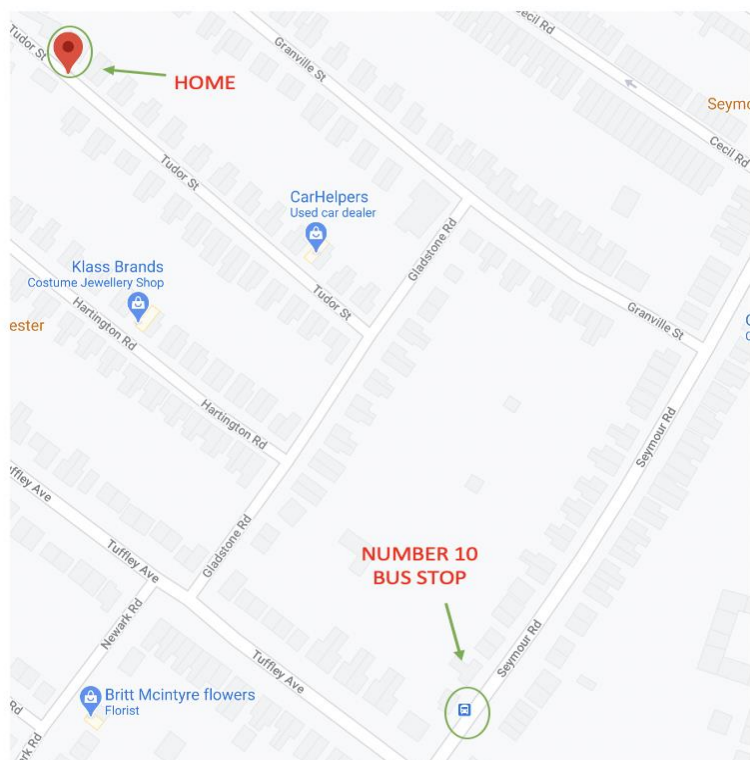
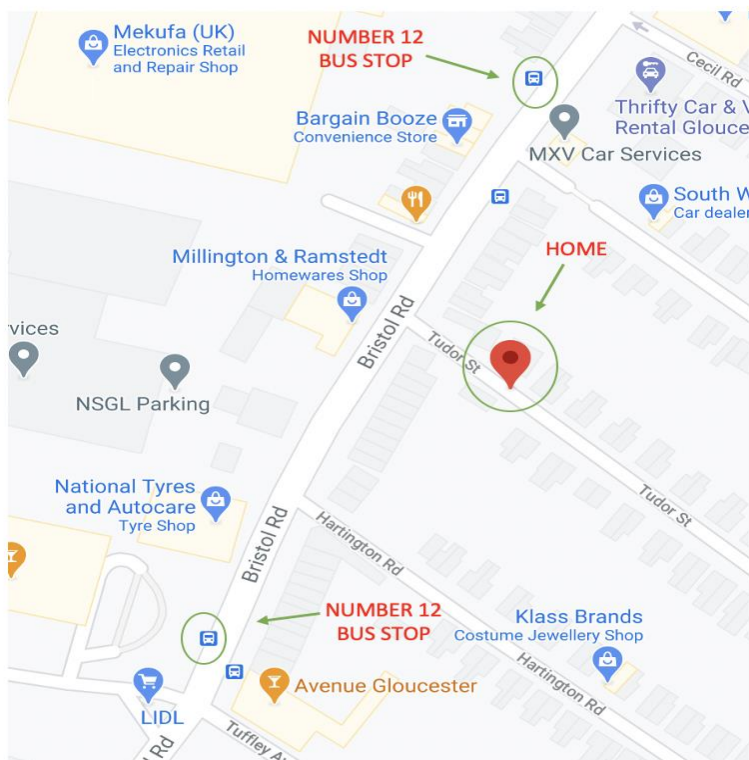
2 bus routes go from Linden to Gloucester city centre. Stagecoach Number 10 and 12 services. Both buses are run roughly every 10 minutes.

The number 10 and the number 12 is both a 5/10-minute walk from Tudor House. A Gloucester Day Rider ticket cost is £2.50 and a weekly Mega Rider is £11.00.



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS







# CONNECTIONS 2 INDEPENDENCE

## YOUR STEPS, ARE OUR STEPS

10 - Cheltenham, Shurdington, Brockworth, Hucclecote, Gloucester, Lower Tuffley  
Valid from 13th September 2020

Monday to Friday																												
														10H		10C										Then frequently (at least every 10 mins) until		
Cheltenham Promenade [4]	-	-	-	-	-	-	-	0625	-	0655	-	-	-	-	-	0710	0720	0730	0740	0755	0810	0825	0835	0845	0855	0910	1445	-
Park Campus	-	-	-	-	-	-	-	0630	-	0700	-	-	-	-	-	0715	0725	0735	0745	0800	0815	0830	0840	0850	0900	0915	1450	-
Shurdington Church Lane	-	-	-	-	-	-	-	0638	-	0708	-	-	-	-	-	0725	0735	0745	0755	0810	0825	0840	0850	0900	0910	0922	1457	-
Brockworth Cross Hands	-	-	-	0605	-	-	-	0635	0645	0700	0715	-	-	0725	0735	0745	0755	0805	0820	0835	0850	0900	0910	0920	0928	1503	1510	
Hucclecote Royal Oak	-	-	-	0615	-	-	-	0645	0655	0710	0725	-	-	0737	0747	0757	0807	0817	0832	0845	0900	0910	0920	0930	0937	1512	1523	
Gloucester Station Rd [Arr]	-	-	-	0630	-	-	-	0700	0710	0726	0741	-	-	0756	0811	0821	0831	0841	0855	0905	0915	0925	0935	0945	0952	1527	1541	
Gloucester Station Rd [Q] [Dep]	0530	0600	0620	0635	0645	0655	0706	0716	0731	0746	0746	0751	0801	0816	0826	0836	0846	0902	0912	0922	0932	0942	0952	1002	1002	1536	1546	
Gloucester Quays [Kwik Fit]	0534	0604	0626	0641	0651	0701	0712	0722	0737	0752	0752	0757	0807	0822	0832	0842	0852	0908	0918	0928	0938	0948	0958	1008	1008	1544	1554	
Lower Tuffley Silver Close	0545	0615	0639	0654	0704	0714	0726	0737	0752	0807	-	-	-	0837	0847	0857	0904	0917	0927	0937	0947	0957	1007	1017	1017	1556	1606	
Holmleigh Rd Emerald Cl	0555	0625	0650	0705	0715	0725	0739	0751	0806	0821	-	-	0822	0851	0901	0911	0918	0929	0939	0949	0959	1009	1019	1029	1029	1608	1618	
The Crypt School	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Holmleigh Park High School	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Cheltenham Promenade [4]	1455	Then frequently (at least every 10 mins) until	1705	1715	1725	1735	1745	1755	1805	1820	1835	1850	1905	1920	1935	1950	2015	2045	2115	2145	2215	2245	2315	2345	2345	-	-	
Park Campus	1501		1711	1721	1731	1741	1751	1801	1811	1825	1840	1855	1910	1925	1940	1955	2019	2049	2119	2149	2219	2249	2319	2349	2349	-	-	
Shurdington Church Lane	1510		1720	1730	1740	1750	1800	1810	1820	1833	1848	1903	1918	1933	1948	2003	2025	2055	2125	2155	2225	2255	2325	2355	2355	-	-	
Brockworth Cross Hands	1520		1730	1740	1750	1800	1810	1820	1830	1840	1855	1910	1925	1940	1955	2010	2031	2101	2131	2201	2231	2301	2331	0001	0001	-	-	
Hucclecote Royal Oak	1533		1743	1753	1800	1810	1820	1830	1840	1850	1905	1920	1935	1950	2005	2020	2038	2108	2138	2208	2238	2308	2338	0008	0008	-	-	
Gloucester Station Rd [Arr]	1551		1801	1811	1815	1825	1835	1845	1855	1905	1920	1935	1950	2005	2020	2035	2050	2120	2150	2220	2250	2320	2350	0020	0020	-	-	
Gloucester Station Rd [Q] [Dep]	1556		1810	-	1825	-	1840	1855	-	1910	1925	-	1953	-	2023	-	2053	2123	2153	2223	2253	2323	-	-	-	-	-	
Gloucester Quays [Kwik Fit]	1604		1816	-	1831	-	1846	1901	-	1916	1931	-	1958	-	2028	-	2058	2128	2158	2228	2258	2328	-	-	-	-	-	
Lower Tuffley Silver Close	1616		1828	-	1843	-	1858	1913	-	1928	1943	-	2007	-	2037	-	2107	2137	2207	2237	2307	2337	-	-	-	-	-	
Holmleigh Rd Emerald Cl	1628		1839	-	1854	-	1910	1925	-	1940	1955	-	2017	-	2047	-	2117	2147	2217	2247	2317	2347	-	-	-	-	-	

10C & 10H - These buses School buses for students of Crypt School and Holmleigh Park High School only

## 12 from Quedgeley & Bristol Road to City Centre

MONDAYS TO FRIDAYS except Bank Holiday Mondays

Quedgeley The Holly Grove	0557	0617	0637	0651	0703	0716	0728	0740	0752	0804	0816	0828	0840	0852	0904	0915	0927	0937	0947
Quedgeley Tesco	0607	0627	0647	0701	0714	0727	0739	0751	0803	0815	0827	0839	0851	0903	0914	0925	0937	0947	0957
Gloucester Quays [Aldi]	0616	0636	0656	0711	0726	0739	0751	0803	0815	0827	0839	0851	0903	0914	0925	0936	0948	0958	1008
Gloucester Eastgate Street [J]	0622	0642	0702	0717	0732	0745	0758	0810	0822	0834	0846	0858	0909	0920	0931	0942	0954	1004	1014

Quedgeley The Holly Grove	Then every 12 mins at	59	11	23	35	47	Until	1459	1509	1519	1529	1541	1553	1604	1616	1628	1640	1652	1704	1716	1728	1740	1752
Quedgeley Tesco		09	21	33	45	57		1509	1520	1530	1540	1552	1604	1615	1627	1639	1651	1703	1715	1727	1739	1751	1803
Gloucester Quays [Aldi]		18	30	42	54	06		1518	1531	1542	1552	1604	1616	1627	1639	1651	1703	1715	1727	1740	1751	1804	1815
Gloucester Eastgate Street [J]		24	36	48	00	12		1524	1537	1548	1558	1611	1623	1634	1646	1658	1710	1722	1734	1747	1758	1811	1822

Quedgeley The Holly Grove	1804	1817	1834	1851	1911	1941	2011	2041	2111	2141	2211	2241	2331
Quedgeley Tesco	1815	1828	1844	1901	1921	1951	2021	2051	2121	2151	2221	2251	2341
Gloucester Quays [Aldi]	1827	1841	1854	1910	1930	2000	2030	2100	2130	2200	2230	2300	2350
Gloucester Eastgate Street [J]	1834	1848	1900	1915	1935	2005	2035	2105	2135	2205	2235	2305	2355

## 12 from City Centre & Bristol Road to Quedgeley

MONDAYS TO FRIDAYS except Bank Holiday Mondays

Gloucester Eastgate Street [J]	0535	0555	0615	0624	0636	0648	0700	0712	0724	0736	0748	0800	0812	0824	0836	0848	0900	0912	0924
Gloucester Quays [Aldi]	0541	0601	0621	0631	0643	0655	0707	0719	0731	0743	0755	0807	0819	0831	0843	0855	0907	0919	0930
Quedgeley Tesco	0550	0610	0630	0644	0656	0708	0720	0732	0744	0756	0808	0820	0832	0844	0856	0907	0919	0930	0940
Quedgeley The Holly Grove	0557	0617	0637	0651	0703	0716	0728	0740	0752	0804	0816	0828	0840	0852	0904	0915	0927	0937	0947

Gloucester Eastgate Street [J]	Then every 12 mins at	36	48	00	12	24	Until	1436	1446	1456	1506	1516	1526	1536	1548	1600	1612	1624	1636	1648	1700	1712	1724
Gloucester Quays [Aldi]		42	54	06	18	30		1442	1452	1502	1512	1523	1533	1544	1556	1608	1620	1632	1644	1656	1708	1720	1732
Quedgeley Tesco		52	04	16	28	40		1452	1502	1512	1522	1534	1546	1557	1609	1621	1633	1645	1657	1709	1721	1733	1745
Quedgeley The Holly Grove		59	11	23	35	47		1459	1509	1519	1529	1541	1553	1604	1616	1628	1640	1652	1704	1716	1728	1740	1752

Gloucester Eastgate Street [J]	1736	1750	1810	1830	1850	1920	1950	2020	2050	2120	2150	2220	2310
Gloucester Quays [Aldi]	1744	1757	1817	1836	1856	1926	1956	2026	2056	2126	2156	2226	2316
Quedgeley Tesco	1757	1810	1827	1845	1905	1935	2005	2035	2105	2135	2205	2235	2325
Quedgeley The Holly Grove	1804	1817	1834	1851	1911	1941	2011	2041	2111	2141	2211	2241	2331



# CONNECTIONS 2 INDEPENDENCE

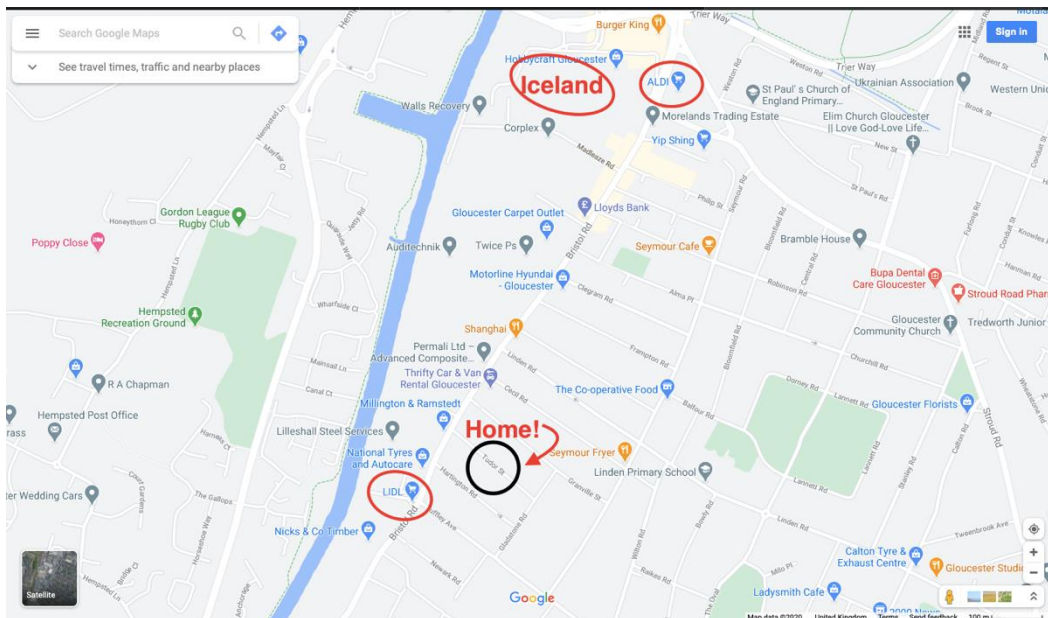
## YOUR STEPS, ARE OUR STEPS

### Nearest Food Shops and Pay Point to Tudor House:

Lidl: Bristol Rd, Gloucester GL1 5TE- **6-minute walk, a 1-minute drive.**

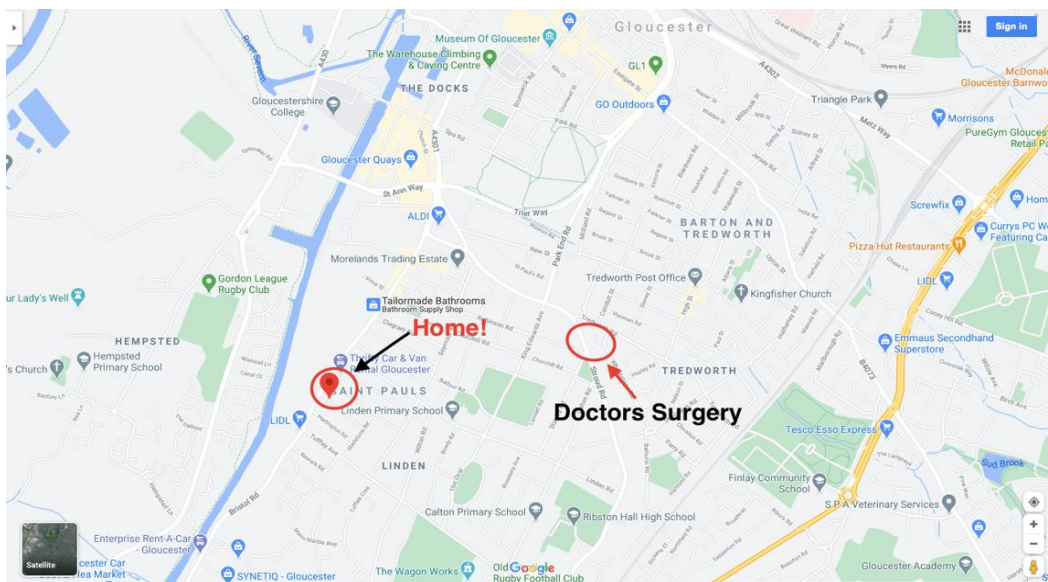
Tesco Express: 125 Bristol Rd, Gloucester GL1 5SY- **Nearest Pay Point - 8-minute walk, a 2-minute drive.**

The Food Warehouse by Iceland: 3A, The Peel Centre, St Ann Way, Gloucester GL1 5SF- **18-minute walk 4-minute drive.**



### Nearest Doctors Surgery:

Rosebank Health: 153b Stroud Rd, Gloucester GL1 5JQ- **15-minute walk, a 2-minute drive.**





# CONNECTIONS 2 INDEPENDENCE

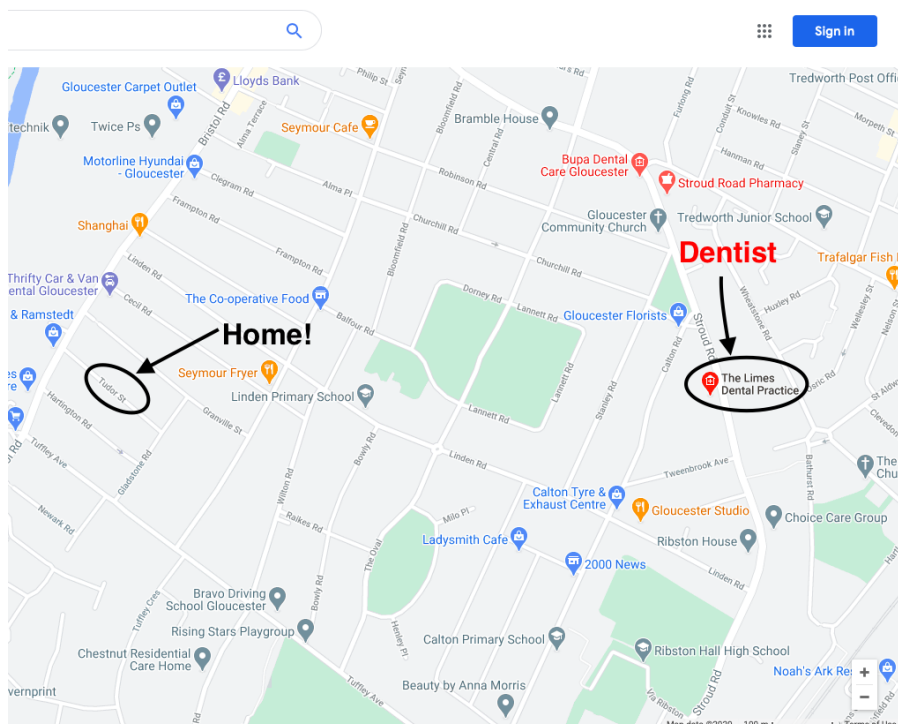
YOUR STEPS, ARE OUR STEPS

## Street View:



## Nearest Dentist

The Limes Dental Practice: 168 Stroud Rd, Gloucester GL1 5JX- **18-minute walk, 4-minute 7-minute drive.**







## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

### Street View:

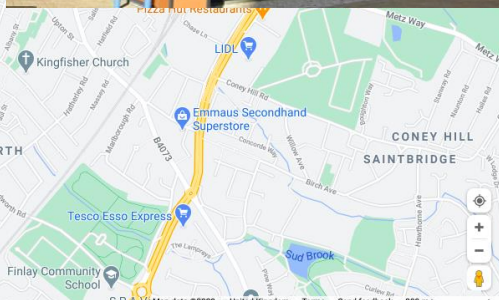


### Nearest Family Planning and STI Clinic:

Hope House, Gloucester Royal Hospital, Great Western Rd, Gloucester GL1 3NN-  
**39-minute walk, 8-minute drive.**

Website: <https://www.hopehousesarc.nhs.uk/privacy-policy/>

### Street View:







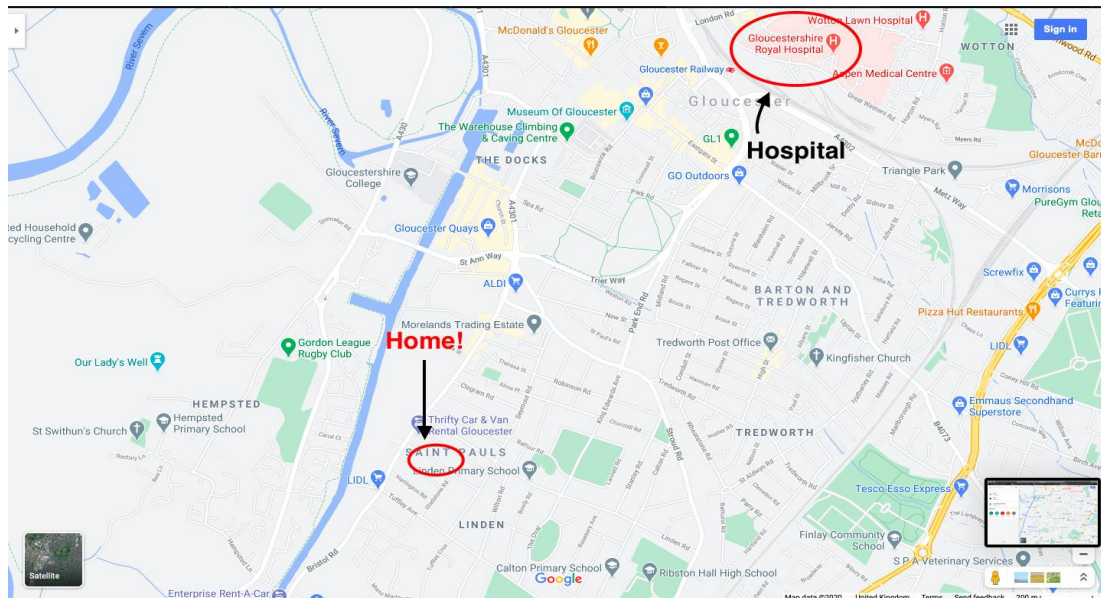
# CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS



## Nearest Hospital

Gloucestershire Royal Hospital Great Western Rd, Gloucester GL1 3NN- **39-minute walk, 8-minute drive.**



## Street View:



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS



### **Emergency Contacts:**

999- Emergency line for police, ambulance, fire service.

101- Non-emergency line for police

111- Non-emergency line for medical support/advice

### **Local Police Community Support Officers:**

Local police station: 1 Waterwells, Waterwells Business Park, Waterwells Drive, Gloucester GL2 2AN.

**01452 726920**

Chloe-  
Rae  
Williams

PCSO

Chloe has been working for the Constabulary for almost 5 years. The first 4 years were spent working in Custody Suites as a Detention Officer across the county before moving into Compass House when they opened in 2015.

Chloe started her role as a PCSO in the summer of 2017 where she worked at Barton Street police station. Chloe is now based at Quedgeley Police Station where she covers Tuffley and Grange.



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Chloe has a keen interest in visiting the local schools in the area to teach our young people to become law-abiding, productive members of society. This falls in place with the PCC's police and crime plan "Young people becoming adults".

Gordon  
McGaugie

PCSO

PCSO Gordon McGaugie has worked with Gloucestershire Constabulary since 2008 before this Gordon worked in Social Care caring for adults with learning disabilities. Gordon started his police career working in Cheltenham and was the named officer for Hesters Way, Springbank and Fiddlers Green until redeployment to Gloucester in 2017. Gordon has a passion for first aid and brings many skills from his hobby to the communities he serves with the police service.