



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.



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Who are we?

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.



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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 costs. But with that responsibility, you'll also have to make sacrifices. A big part of independence is ensuring you can successfully live within 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.



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LIVING AGREEMENT

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

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 **1 Robinhood Street, Gloucester, GL1 5PW**

Placement start date:

Young person's signature:

Manager's signature:



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YOUR RESPONSIBILITIES

WHAT WE EXPECT FROM YOU

ADHERE TO THE HOUSE RULES AS FOLLOWED:

- 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.



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- 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.
- 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.
- 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.



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- On-call management number in case of emergencies.
- Support around EET (employment, education, and training).
- Support with accessing external agencies.
- 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**)



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ROBIN HOUSE

EVERYTHING YOU NEED TO KNOW ABOUT ROBIN HOUSE

INSTRUCTIONS ON HOW TO USE OUR APPLIANCES

COOKER

We have got a cooking system suitable for beginner and transitional cooks. In the pictures below you'll see there is only one dial to use for the cooker and buttons for it 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.





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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 / Dryer

Our washing machine is a Candy 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.



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.





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FUSE BOX & TRIP SWITCH LOCATION

Our fuse box and trip switch are located in the hallway above the front door. 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

07929 035 431

Lisa Royles

Managing Director

07415 600 033

REFUSE COLLECTION DAYS AND DETAILS OF RECYCLING

Your collection details



Household waste (Animal proof sack): **Weekly on a Friday**



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

Our garden waste collection is a paid service. [Sign up for a garden waste collection.](#)



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



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GAS SAFETY CERTIFICATE

| VISION Plumbing & Heating | | safe | | Homeowner / Landlord Gas Safety Record | | | | | | | | | | Cert No. No. 0063 No. Appliances 1 | | | | | | | | | | | |
|---|----------|------------------------------|-----------------|--|-----------|------------------------------------|---|------------------------------------|---------------|--|---|----------------------|---------|---|--------|---------|--------------------------|-----------------------|----------------------|--|-----------|------------------------|--------------------|-----------------------|-----|
| This inspection is for gas safety purposes only to comply with the Gas Safety (Installation and Use) Regulations. Flues have been inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the flue integrity, construction and lining has NOT been carried out. Registered Business/engineer details can be checked at www.gasasferegister.co.uk or by calling 0800 408 5500 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company / Installer | | | | | | | | | | Inspection/Installation Address | | | | | | | | | | Landlord (or agent) Name & Address | | | | | |
| Engineer Thomas Dunbar | | | | | | | | | | Name 1 Robinhood Street Gloucester Gloucestershire GL1 5PW | | | | | | | | | | Name connections2independence Unit 16 Glenmore business Park Gloucester Gloucestershire GL2 2AP | | | | | |
| Company Vision Plumbing and Heating | | | | | | | | | | Address 3 Park Avenue Longlevens Gloucester GL20DZ | | | | | | | | | | Address Unit 16 Glenmore business Park Gloucester Gloucestershire GL2 2AP | | | | | |
| Tel No. 01452 557421 | | | | | | | | | | Postcode GL1 5PW | | | | | | | | | | Postcode GL2 2AP | | | | | |
| Gas Safe Reg. 913781 | | | | | | | | | | Mobile 5401127 | | | | | | | | | | Email accounts@connections2independence.com | | | | | |
| ID Card No. 5401127 | | | | | | | | | | Email Tom@visionpha.co.uk | | | | | | | | | | Phone | | | | | |
| Email Tom@visionpha.co.uk | | | | | | | | | | Unique Property Reference Number | | | | | | | | | | Unique Property Reference Number | | | | | |
| Appliance Details | | | | | | | | | | Flue Tests | | | | | | | | | | Inspection Details | | | | | |
| # | Location | Make | Model | Type | Serial No | Flue Type | Operating pressure (mBar) or heat input (kW/h or Btu/h) | Safety Device(s) correct operation | Spillage test | Smoke Pellet Flue Flow Test | Initial (low) combustion analyser reading | | | Final (high) Combustion analyser reading | | | Satisfactory Termination | Flue visual condition | Adequate ventilation | Landlord's appliance | Inspected | Appliance visual check | Appliance serviced | Appliance safe to use | |
| | | | | | | | | | | | Ratio | CO ppm | CO2 (%) | Ratio | CO ppm | CO2 (%) | | | | | | | | | |
| 1 | Kitchen | Vaillant | Ecotec plus 824 | Boiler | | RS | 23.4kw | Yes | N/A | N/A | 0.0001 | 7 | 9.2 | 0.0016 | 153 | 9.6 | Yes | Pass | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 2 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gas Installation Pipework | | | | | | | | | | Audible CO Alarms | | | | | | | | | | | | | | | |
| Satisfactory Visual Inspection | | Emergency Control Accessible | | Satisfactory Gas Tightness Test | | Equipotential Bonding Satisfaction | | Approved CO Alarms Fitted | | Are CO Alarms in Date | | Testing CO Alarms | | Smoke Alarms Fitted | | | | | | | | | | | |
| Yes | ✓ | Yes | ✓ | Yes | ✓ | Yes | ✓ | Yes | ✓ | Yes | ✓ | Yes | ✓ | Yes | ✓ | | | | | | | | | | |
| No | — | No | — | No | — | No | — | No | — | No | — | No | — | No | — | | | | | | | | | | |
| N/A | — | N/A | — | N/A | — | N/A | — | N/A | — | N/A | — | N/A | — | N/A | — | | | | | | | | | | |
| Give Details of Any Faults | | | | | | | | | | Rectification Work Carried Out | | | | | | | | | | | | | | | |
| Details of Works | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signatures | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signed | | | | | | | | | | Received By | | Date | | | | | | | | | | | | | |
| Print Name | | Thomas Dunbar | | | | | | | | Print Name | | Next Inspection Date | | | | | | | | | | | | | |
| | | | | | | | | | | | | 22/03/2024 | | | | | | | | | | | | | |



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ELECTRIC SAFETY CERTIFICAT



eNotification

The Certificate of Compliance for your installation work has arrived. Please take time to read the document and the notes overleaf.

The Registered Installer named below has certified that the installation work detailed is compliant with Regulations 4 & 7 of The Building Regulations 2010 for England and Wales or; where applicable, based on the address of the installation, the Registered Installer has certified the work detailed is compliant with the requirements of bye-laws 5 & 7 of the Building Bye-Laws (Jersey).

Building Regulations Certificate of Compliance

Certificate Number
26632409

Date Completed
31/01/2021

Installer Name
Ashley James (SW) LTD
Registered no. 615146000

Address of Installation
1 Robinhood Street, Robinhood Street
GLOUCESTER, GL15PW

Description of Location
Dwelling

Description of Notifiable Work
CPS Electrical
8004 - Rewire of all circuits



This certificate is issued by NICEIC, a trading brand of Certsure LLP, as agent for and on behalf of the NICEIC registered installer named above. This certificate is evidence, but not conclusive evidence, that the requirements specified in the certificate have been complied with. NICEIC does not accept any responsibility for the content of this certificate or for the quality of work detailed, except under the NICEIC Platinum Promise described overleaf.

This certificate is a valuable document. Please retain it in a safe place. If this is not an original certificate or if there is any doubt to its authenticity, visit www.checkmynotification.com



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TV LICENCE

| Your TV Licence | | TV LICENSING |
|---|------------|--------------|
| MR K PEARCE 1 ROBINHOOD STREET GLOUCESTER GL1 5PW | | |
| TV Licence number | 4024313426 | |
| TV Licence Fee | 159.00 | |
| Valid until | 31/01/2024 | |
| TV Licence type | Colour | |
| Receive TV Licence | By email | |
| The licence is issued by TV Licensing on behalf of the BBC under The Communications Act 2003. | | |

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.



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COMPLAINTS FORM

DEAR DIRECTOR,

I'm currently in placement at **1 Robinhood Street, Gloucester, GL1 5PW.**

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



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COMMENTS, COMPLIMENTS & COMPLAINTS

POLICY AND PROCEDURE 2023

Contents

- 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.



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2. Compliments

- 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.
- 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

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

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



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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 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.



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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.

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.



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PRIVACY | CONSENT FORM

- 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, Job Centre, 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?



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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.

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

Full Name:

Signed:

Date:



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SAFER CARING FOR YOUNG PEOPLE 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.



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- 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

- 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:



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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 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



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- 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

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
- Understating 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



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

- 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
- 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



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Other Useful Contact Numbers:

2gether trust Mental Health services
01452 894000

Samaritans 24-hour helpline.
116 123

Beat: Eating disorder helpline.
0808 801 0711

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

www.leavingcare.org

www.nyas.net

www.childline.org.uk

www.thewhocarestrust.org.uk



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

www.princes-trust.org.uk

www.mankind.org.uk

www.womensaid.org.uk

www.citizensadvice.org.uk

www.youngglos.org.uk

www.the-bizz.org

www.nosecondnightout.org.uk

www.thesite.org

www.youngminds.org.uk

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>



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

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**.

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.



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

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

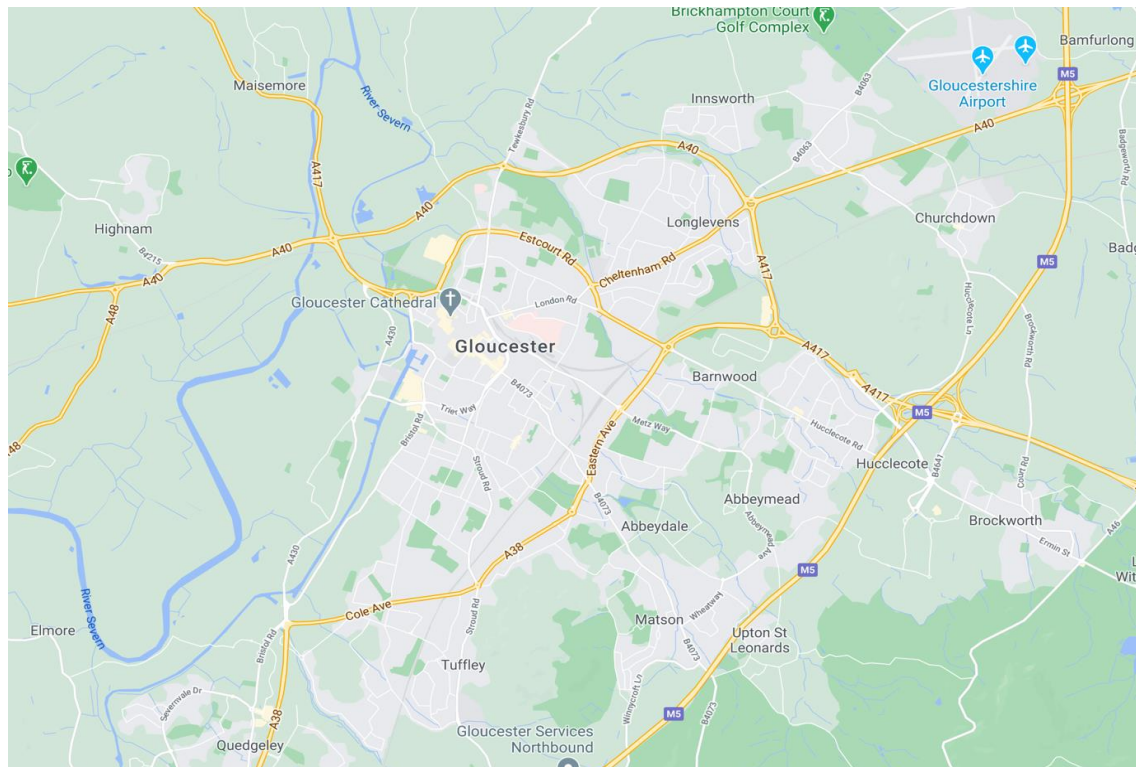
EVERYTHING YOU NEED TO KNOW ABOUT YOUR SURROUNDING AREA

General Information

Robin 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 Robin 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.

Gloucester City Centre





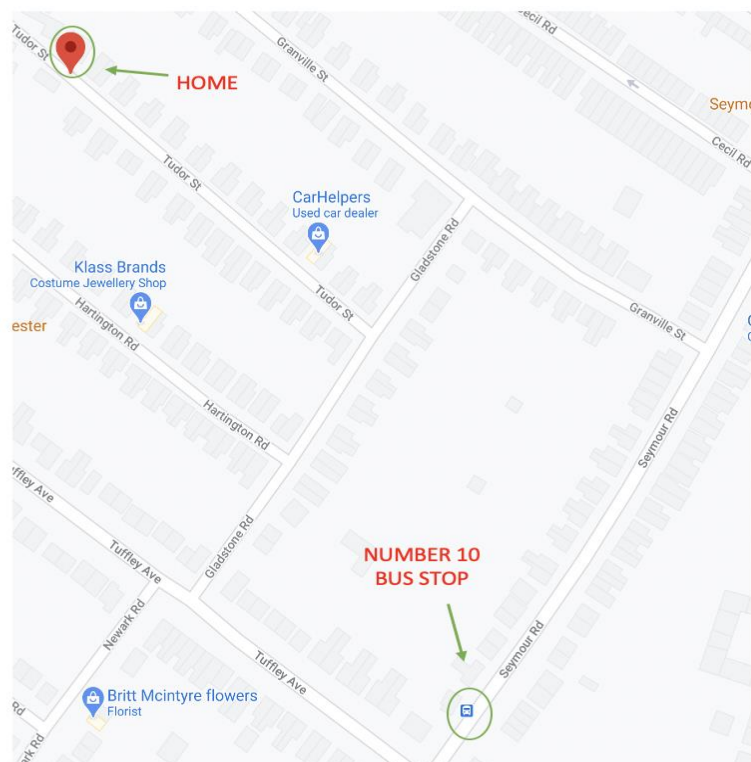
CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

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 Robin 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

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 | - | - | - | - | - | - | - | - | - | - | - | - | 0812 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Holmleigh Park High School | - | - | - | - | - | - | - | - | - | - | - | - | 0809 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| 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 | 2005 | 2020 | 2035 | 2050 | 2105 | 2120 | 2135 | 2150 | 2205 | 2220 | 2235 | 2250 | 2305 | 2320 |
| Park Campus | 1501 | | 1711 | 1721 | 1731 | 1741 | 1751 | 1801 | 1811 | 1825 | 1840 | 1855 | 1910 | 1925 | 1940 | 1955 | 2010 | 2025 | 2040 | 2055 | 2110 | 2125 | 2140 | 2155 | 2210 | 2225 | 2240 | 2255 | 2310 | 2325 |
| 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 | 2385 | 2415 | 2445 | 2475 | 2505 | 2535 |
| 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 | 2361 | 2391 | 2421 | 2451 | 2481 | 2511 | 2541 |
| 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 | 2368 | 2398 | 2428 | 2458 | 2488 | 2518 | 2548 |
| Gloucester Station Rd [Arr] | 1551 | | 1801 | 1811 | 1815 | 1825 | 1835 | 1845 | 1855 | 1905 | 1920 | 1935 | 1950 | 2005 | 2020 | 2035 | 2050 | 2110 | 2120 | 2150 | 2220 | 2250 | 2320 | 2350 | 2380 | 2410 | 2440 | 2470 | 2500 | 2530 |
| 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 Robin House:

Aldi: Bristol Rd, Gloucester GL1 5TE- **3-minute walk, a 1-minute drive.**

Tesco Express: 125 Bristol Rd, Gloucester GL1 5SY- **Nearest Pay Point** - **4-minute walk, a 1-minute drive.**

The Food Warehouse by Iceland: 3A, The Peel Centre, St Ann Way, Gloucester GL1 5SF- **15-minute walk 3-minute drive.**



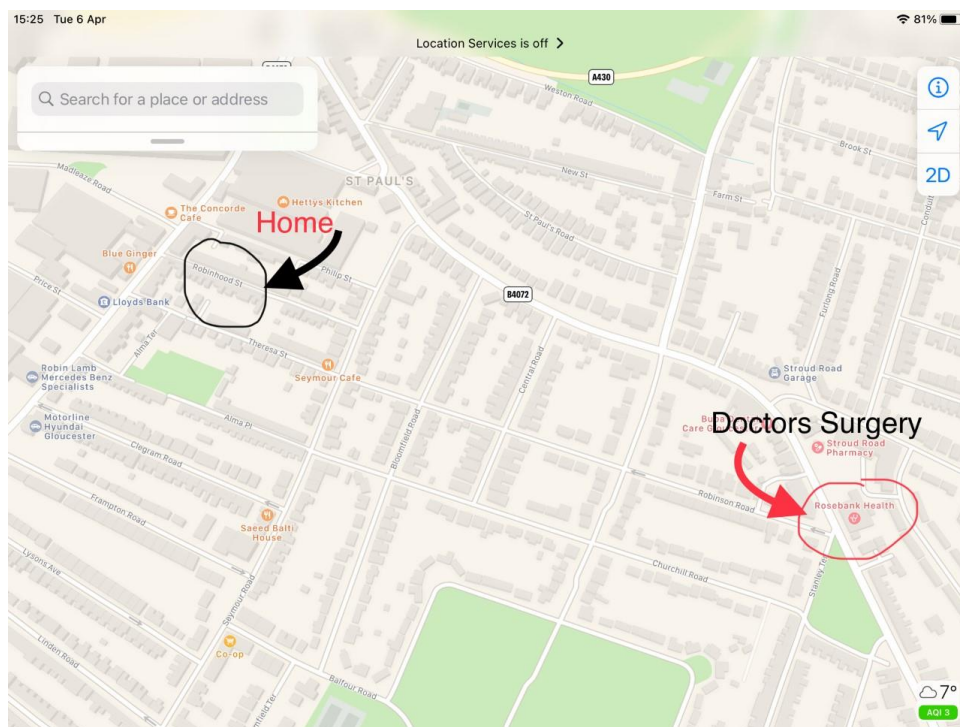


CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Nearest Doctors Surgery:

Rosebank Health: 153b Stroud Rd, Gloucester GL1 5JQ- 17-minute walk, a 3-minute drive.



Street View:



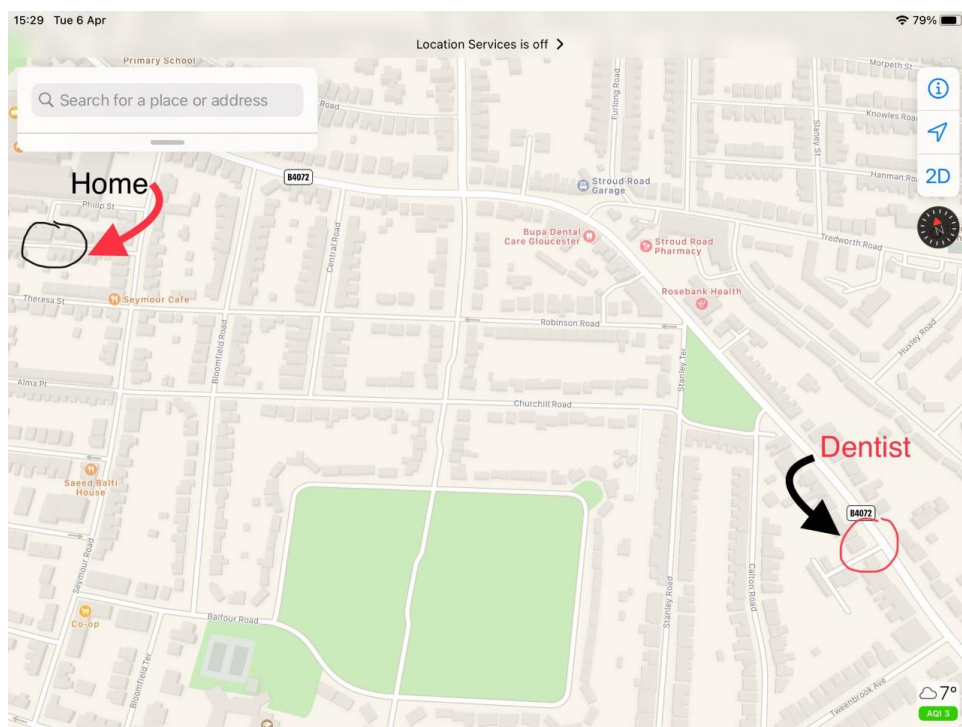


CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Nearest Dentist

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



Street View:





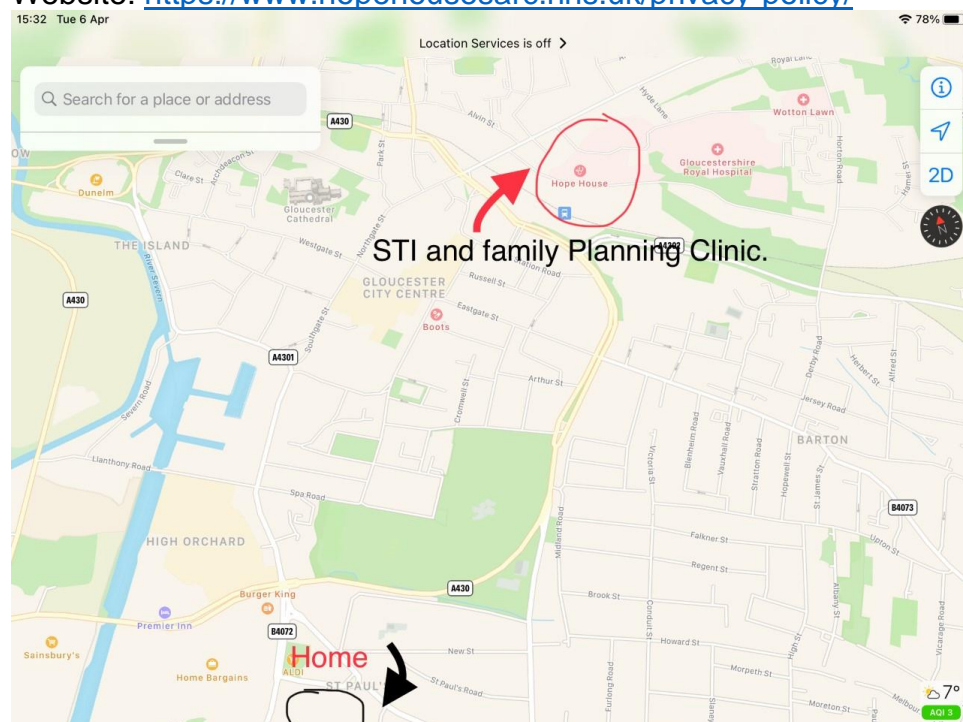
CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Nearest Family Planning and STI Clinic:

Hope House, Gloucester Royal Hospital, Great Western Rd, Gloucester GL1 3NN-
37-minute walk, 7 minute drive.

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



Street View:



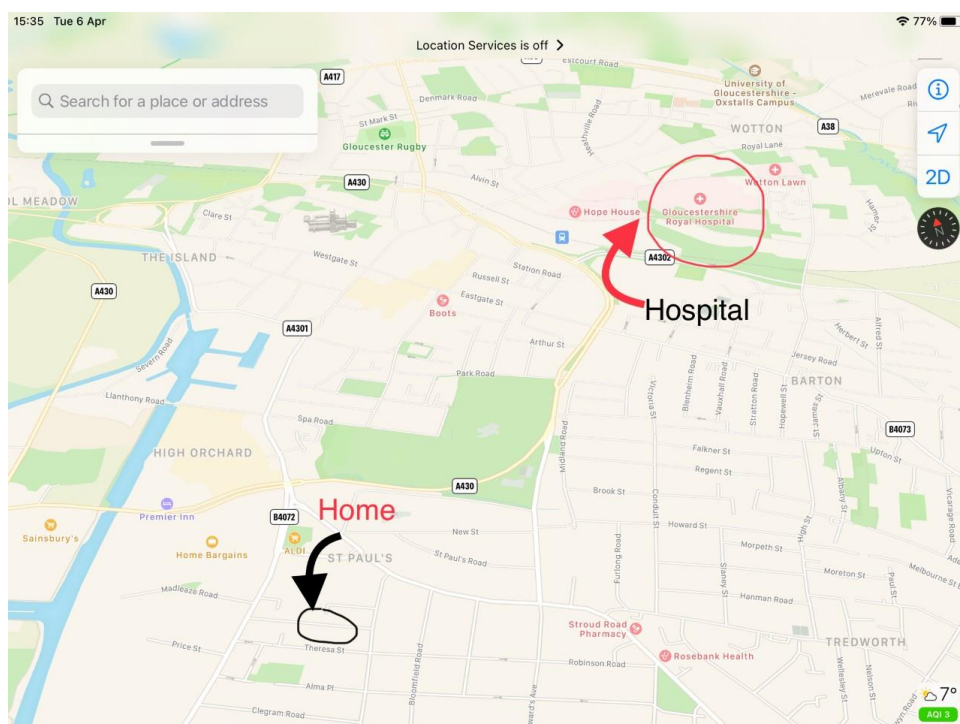


CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

Nearest Hospital

Gloucestershire Royal Hospital Great Western Rd, Gloucester GL1 3NN- **37-minute walk, 7 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 | <p>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.</p> <p>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.</p> <p>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".</p> |
| Gordon McGaugie | PCSO | <p>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.</p> |