



**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.



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

### 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.



**CONNECTIONS 2 INDEPENDENCE**

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# **LIVING AGREEMENT**

This living agreement is between **Connections 2 Independence Ltd**  
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 **20 Chatcombe Road, Matson, Gloucester, GL4 6AA.**

**Placement start date:**

**Young person's signature:**

**Manager's signature:**



## CONNECTIONS 2 INDEPENDENCE

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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 (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.



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- 🧑🧑 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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# **CHATCOMBE HOUSE**

EVERYTHING YOU NEED TO KNOW ABOUT CHATCOMBE 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 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.





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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.



### WASHING MACHINE

Our washing machine is a Hotpoint with multiple different options displayed in the image. 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 turning system to decide the timing of the microwave being on. The timing system is from 0 to 35 minutes. Our microwave also has five power options ranging from low to high. 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 in the downstairs toilet. 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.



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### 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 (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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### Domestic/Landlord Gas Safety Record

Safety inspection and reporting carried out in accordance with Gas Safety (Installation and Use) Regulations and the Gas Industry Unsafe Situations Procedure. Unless stated otherwise, no detailed internal inspection of flues (Integrity, Construction and Lining) has been carried out.

Certificate Reference

20 Chatcombe Rd 2023

Certificate No: 11363

#### Engineers Details

Trading Title Burns Heating And Gas

Address 1 Vernal Close  
Abbeymead  
Gloucester

Post Code: GL4 5FW

Gas Safe No: 94605

Telephone No: 07976268078

#### Installation Details

Installation Address Multi Tenanted  
20 Chatcombe Rd  
Matson  
Gloucester

Post Code: GL4

Telephone No:

#### Client Details

Client Address Mr Rikcards(20 Chatcombe Road)  
0  
0  
0

Post Code: 0

Telephone No:

#### Appliance Details

	Location	Appliance Type	Make	Model	Combustion LOW (CO2% or CO/CO2 ratio)	Combustion HIGH (CO2% or CO/CO2 ratio)	Heat Input (kW) Operating Pressure (bar)	CO Reading (ppm)	Appliance Inspected (YES/NO/NA)	Flue Type (OF/RS/FL)	Landlords Appliance (YES/NO/NA)	Safety Device(s) Correct	Operation (YES/NO/NA)	Ventilation Provision (YES/NO/NA)	Visual Condition (YES/NO/NA)	Flue Performance Test (PASS/FAIL/NA)	Appliance Serviced (YES/NO/NA)	Appliance Ready to Use (YES/NO)
1	Utility	Combi boiler	Worcester	Greenstar 28i Junior	9.2	0.0008	19 mb	80	YES	RS	YES	YES	YES	YES	YES	PASS	YES	YES
2																		
3																		
4																		
5																		

#### Inspection Details

Faults/Notes	Remedial Work Taken	Warning Notice Fixed
1		
2		
3		
4		
5		

Emergency Control Valve Accessible:

YES

Gas Tightness Satisfactory:

NA

Gas Installation Pipework Visual Inspection Satisfactory:

YES

Number of Appliances Tested:

1

Equipotential Bonding:

YES

NEXT INSPECTION DUE ON OR BEFORE:

Thu-04-01-2024

Installation Pass:

YES

#### Signatures

Report Issued By:

Name: Mr Burns

Signed: J Burns

Gas ID Number:

Date: Wed-04-01-2023

Report Received By:

Name:

Signed:

Date: Wed-04-01-2023





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## ELECTRIC SAFETY CERTIFICATE

ELECTRICAL INSTALLATION CONDITION REPORT		Certificate No.	Page 1 of 6
<b>CLIENT DETAILS</b>		<b>INSTALLATION ADDRESS</b>	
MALCOLM RICHARDS		20 CHATCOMBE RD	
		MATSOU	
Postcode		Postcode GL4 6AA	
<b>PURPOSE FOR WHICH THIS REPORT IS REQUIRED</b>			
PERIODIC TEST + INSPECTION OF			
RENTAL PROPERTY			
Date(s) on which inspection and testing was carried out: 17/12/20			
<b>DESCRIPTION OF PREMISES</b>			
Domestic <input checked="" type="checkbox"/> Commercial <input type="checkbox"/> Industrial <input type="checkbox"/> Other (include description)			
Estimated age of the wiring system: Years 5+			
Evidence of Alterations / Additions: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not apparent <input type="checkbox"/> If 'yes' estimate age in years			
Date of last inspection: N/A Records available: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
<b>Extent of electrical installation covered by this report</b>		<b>Agreed Limitations (See Reg 653.2)</b>	
AS PER CIRCUIT		FULL INSPECTION	
SCHEDULE		Agreed with LANDLORD	
		Operational limitations N/A	
<small>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:</small>			
<b>SUMMARY OF THE CONDITION OF THE INSTALLATION</b>			
General condition of the installation (in terms of electrical safety) SAFE + SATISFACTORY			
FOR USE.			
Overall assessment of the installation in terms of its suitability for continued use: Satisfactory <input checked="" type="checkbox"/> Unsatisfactory <input type="checkbox"/>			
<small>*An unsatisfactory assessment indicates that dangerous (code C1) and/or potentially dangerous (code C2) conditions have been identified.</small>			
<b>RECOMMENDATIONS &amp; NEXT INSPECTION</b>			
<small>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 F). Observations classified as 'Improvement recommended' (code C3) should be given due consideration.</small>			
Subject to the necessary remedial action being taken, I/we recommend that this installation is further inspected and tested by 17/12/25 (Date)			
<b>DECLARATION</b>			
<small>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.</small>			
<b>Inspected and tested by:</b>		<b>Report authorised for issue by:</b>	
Name: PHILIP MASON	Date: 17/12/20	Name: PHILIP MASON	Date: 17/12/20
Signature: [Signature]		Signature: [Signature]	
For/on behalf of: MASON ELECTRICAL		For/on behalf of: MASON ELECTRICAL	
Position: DIRECTOR		Position: DIRECTOR	
Address: 19 WESTERN HILL RD		Address: 19 WESTERN HILL RD	
TEWKESBURY		TEWKESBURY	
CP Scheme: ^ v		1 of 6	

## TV LICENCE



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### Your TV Licence



**MR K PEARCE  
20 CHATCOMBE ROAD  
MATSON  
GLOUCESTER  
GL4 6AA**

**TV Licence number**

**4084502503**

**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.

### COMPLAINTS FORM





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**DEAR DIRECTOR,**

I'm currently in placement at **20 Chatcombe Road, Matson, Gloucester, GL4 6AA.**

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**

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


### **1. Comments**

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-  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.



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- 🧑🧑 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



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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.

### 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



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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, 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?



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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**

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-  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**

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-  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

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- 🧑🧑 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
- 🧑🧑 Ability to select and budget for items needed in a new home



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

- 🧑🧑 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



## CONNECTIONS 2 INDEPENDENCE

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### **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
- 🧑🧑 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**

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### **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](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.thewhocarestrust.org.uk](http://www.thewhocarestrust.org.uk)



## CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

[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)

[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**. **43-minute walk, a 11-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**. **17 minute walk 4-minute drive.**



## **CONNECTIONS 2 INDEPENDENCE**

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Podsmead Community Centre: 62 Milton Ave, Podsmead, Gloucester GL2 5AS.  
**01452 528300. 45 minute walk 8-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. **33 minute walk 6-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:**

Matson Library: 6 Winsley Rd, Matson, Gloucester GL4 6NG. **01452 524370. 9 minute walk 3-minute drive.**

Gloucester Library: Brunswick Rd, Gloucester GL1 1HT. **01452 426973. 38 minute walk 10-minute drive.**

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

Nuffy Bear Day Nursery Gloucester: Nuffield Fitness & Wellbeing, Centre Severn, Barnwood, Gloucester GL4 3HR. **01452 634400. – 52-minute walk 9-minute drive.**



## CONNECTIONS 2 INDEPENDENCE

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# GLOUCESTER CITY

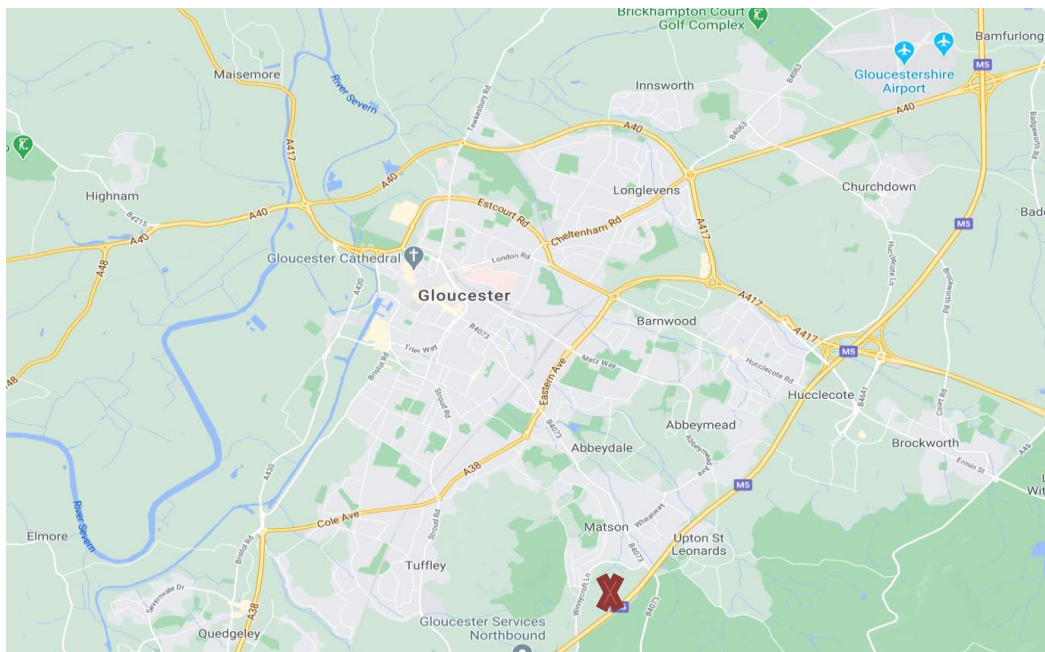
EVERYTHING YOU NEED TO KNOW ABOUT YOUR SURROUNDING AREA

### General Information

Chatcombe House is situated in the Saintbridge 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.

Chatcombe House is located at a 14-minute car or bus journey into Gloucester Quays and is a 10-minute car or bus journey into Gloucester city centre. The closest gym facility is a three-minute drive or bus journey away (Hallmark Health Club). Chatcombe house is located five-minutes away from the nearest supermarket (Morisons) and is a one-minute walk away from a smaller shop (Tesco Express). Chatcombe House is a one-minute walk from the nearest bus stop located outside of the Saintbridge club.

### Gloucester City Centre



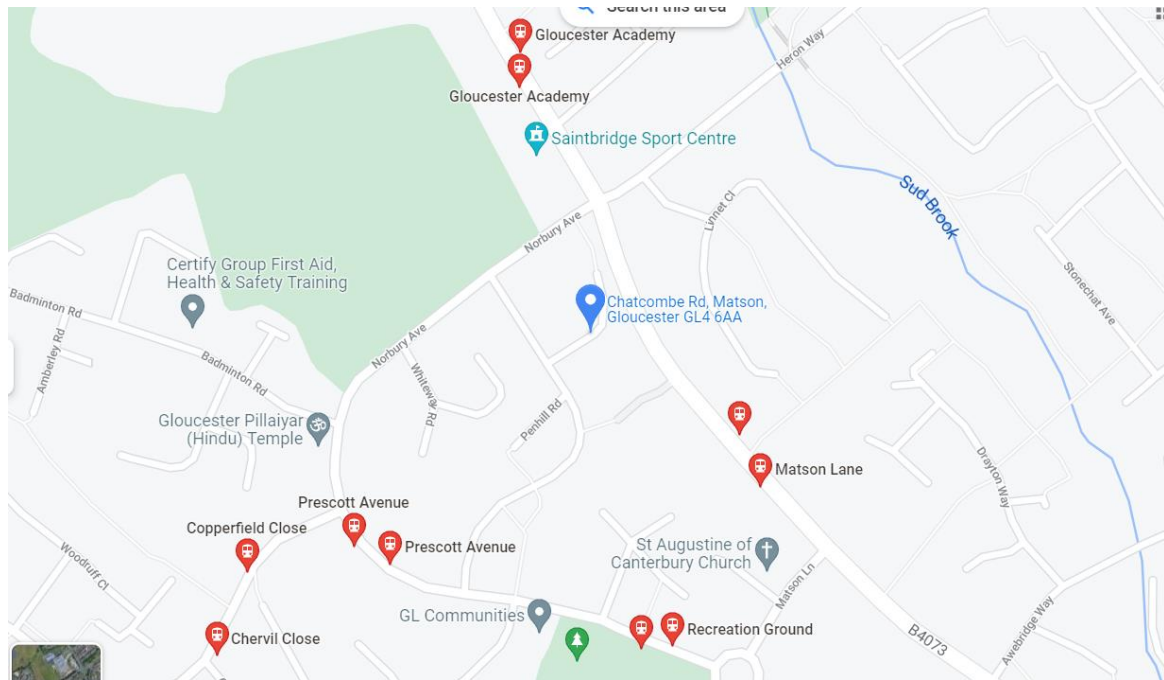




# CONNECTIONS 2 INDEPENDENCE

## YOUR STEPS, ARE OUR STEPS

### Bus Location



The blue circle is the location of Chatcombe house with the red pins with the bus icon in them indicating where the closest bus stops are situated.

A Gloucester Day Rider ticket cost is £2.50, and a weekly Mega Rider is £11.00. A monthly mega rider comes to a cost of £41.00.



## BUS NUMBER 1

From City Centre to Matson

Mondays to Fridays

Gloucester Clarence St [T]

0518

0538

0558

0618

0638

0648

0700

0712

0724

0736

0745

0757

0809

0824

from every 15 minutes to

26

48

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1436

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1602

1614

1626

1641

1653

1705

1720

1735

1750

Robinson Wood Close

0528

0548

0608

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1806

Matson Caladonian Road

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Mondays to Fridays

Gloucester Clarence St [T]

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2110

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2250

2330

Robinson Wood Close

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Matson Caladonian Road

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1 from Matson to City Centre

Mondays to Fridays

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Robinson Wood Close

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Robinson Wood Close

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Gloucester Clarence St [T]

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Sundays & Bank Holiday Mondays

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from every 15 minutes to

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1 from Matson to City Centre

Sundays & Bank Holiday Mondays

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## CONNECTIONS 2 INDEPENDENCE

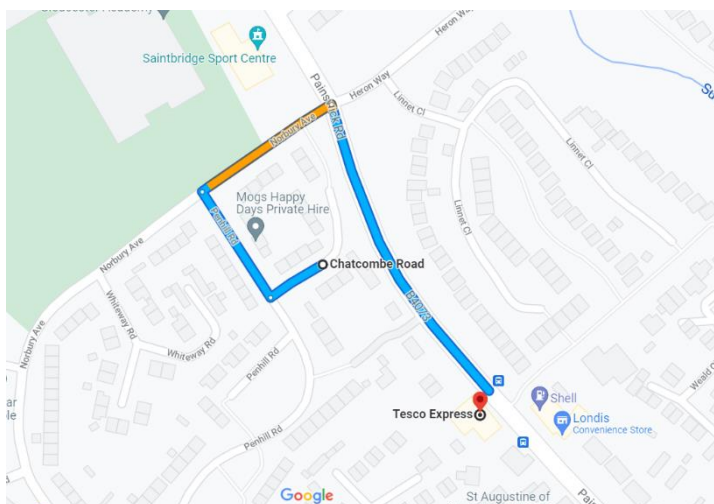
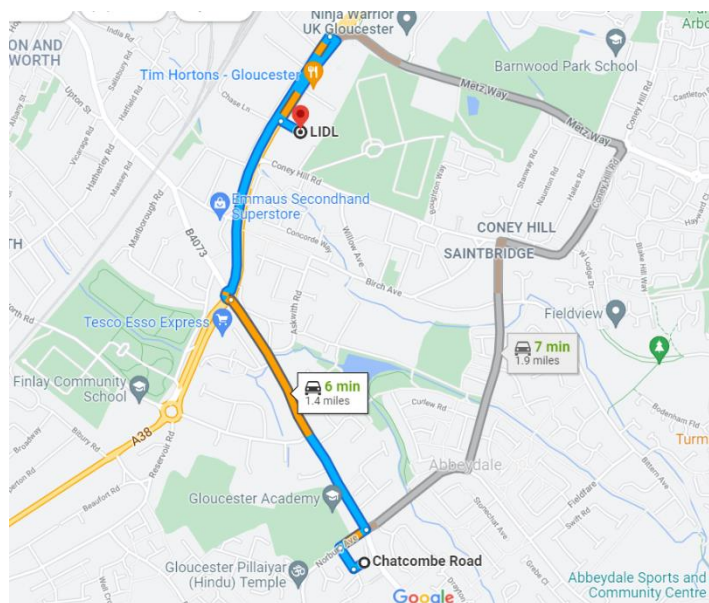
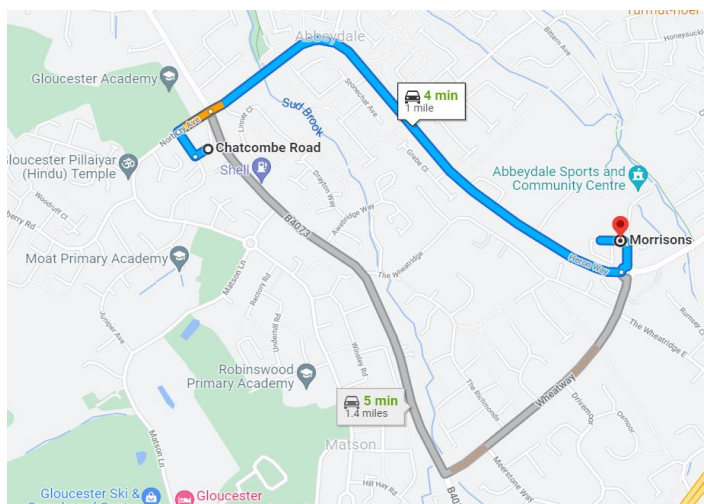
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### Nearest Food Shops and Pay Point to Hartington House:

Tesco Express: 254 Painswick Road, Gloucester, GL4 4BS – **3-minute walk, a 3-minute drive.**

Morisons: Heron Way, Gloucester, GL4 4FF – **19-minute walk, a 5-minute drive.**

Lidl: Eastern Ave, Gloucester, GL4 4LP - **23-minute walk, a 7-minute drive.**



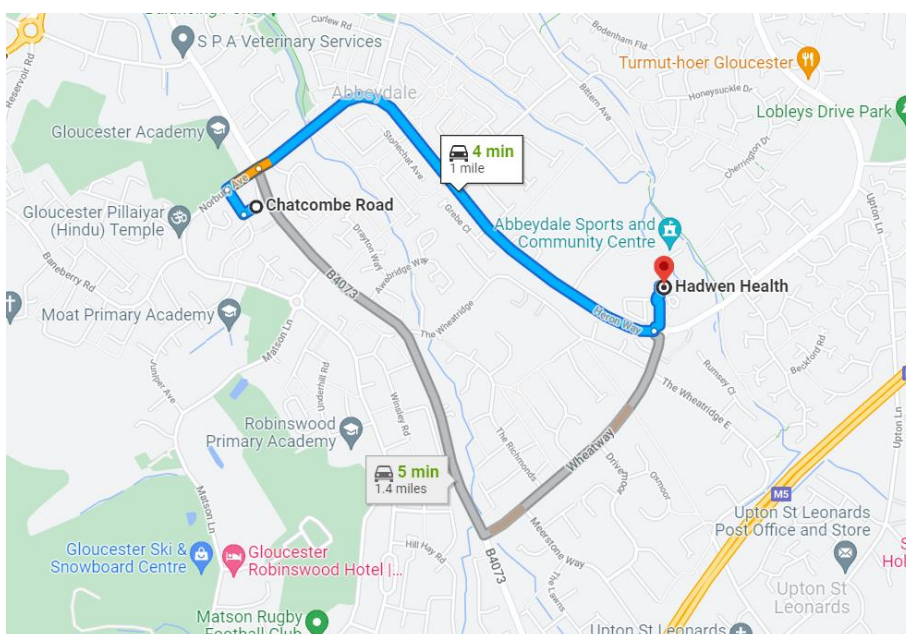


## CONNECTIONS 2 INDEPENDENCE

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### Nearest Doctors Surgery:

Hadwen Health: Glevum Way, Gloucester, GL4 4BL – **32-minute walk, a 7-minute drive.**



### Street View:





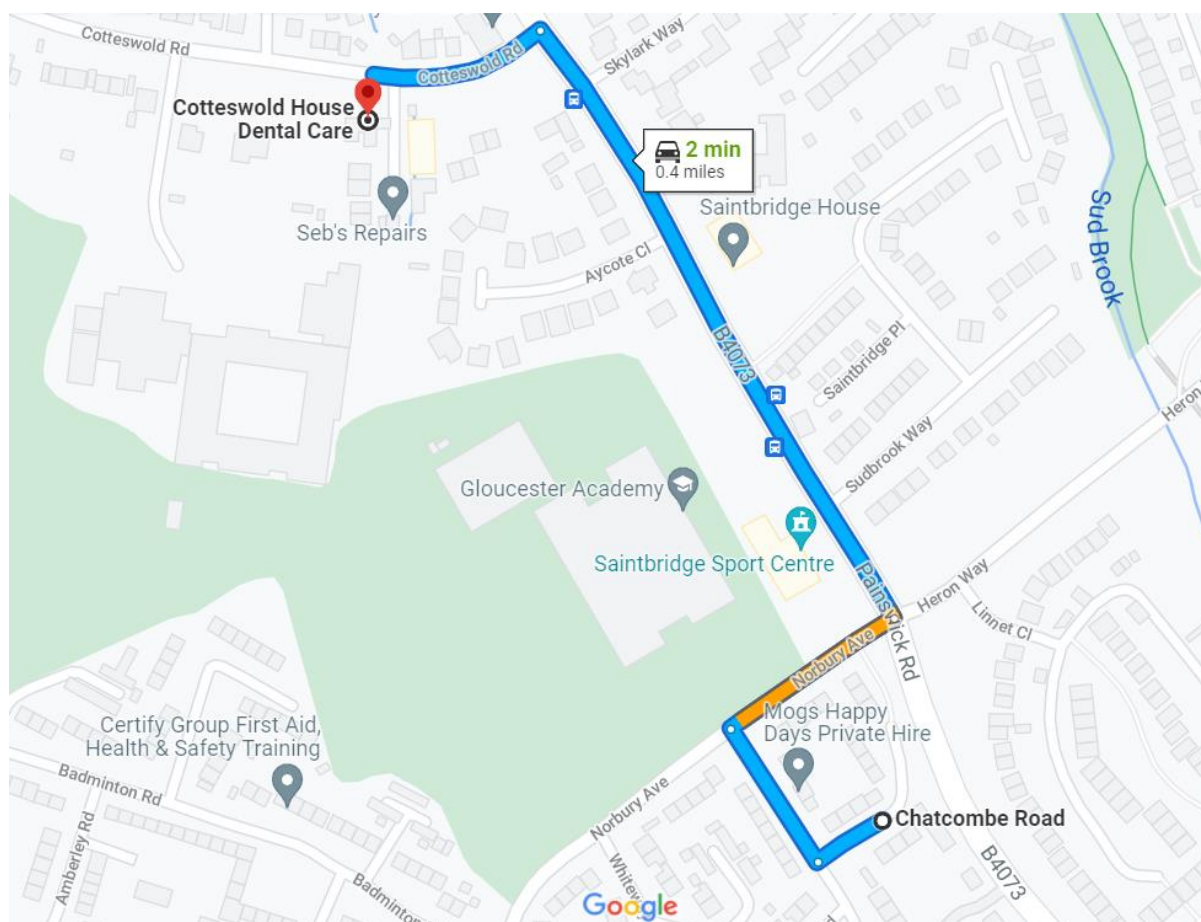


## CONNECTIONS 2 INDEPENDENCE

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### Nearest Dentist

Cotteswold House Dental Care: 64 Cotteswold Road, Gloucester, GL4 6RH – **9-minute walk, a 3-minute car journey.**





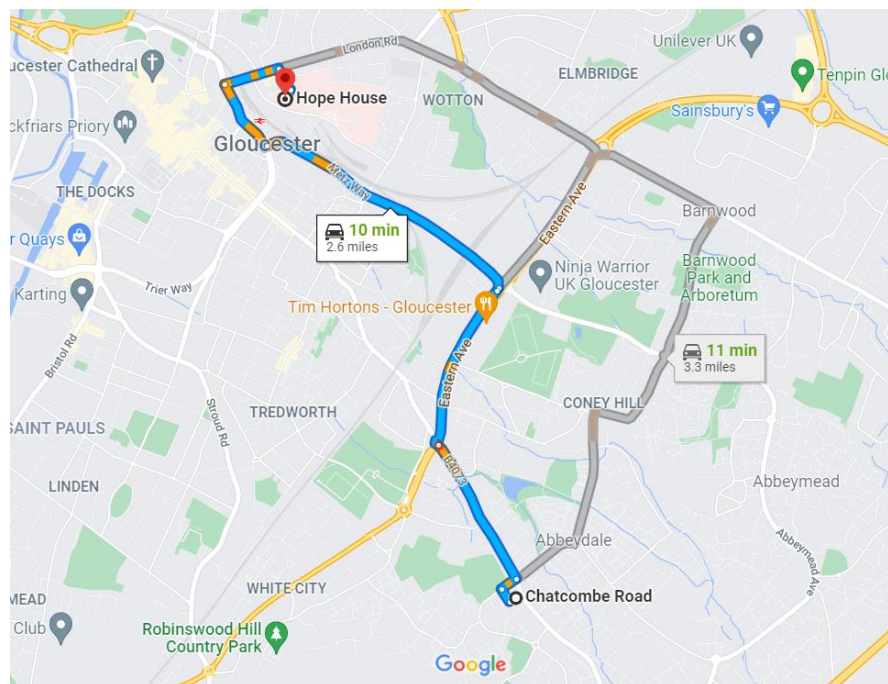
## CONNECTIONS 2 INDEPENDENCE

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### Nearest Family Planning and STI Clinic:

Hope House, Gloucester Royal Hospital, Great Western Rd, Gloucester GL1 3NN-  
**48-minute walk, a 12-minute drive.**

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



### Street View:



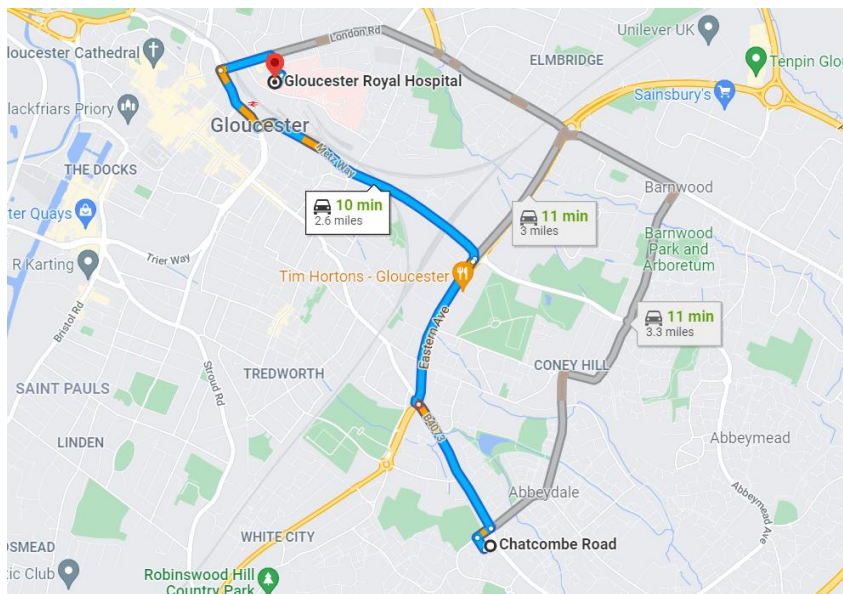


## CONNECTIONS 2 INDEPENDENCE

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### Nearest Hospital

Gloucestershire Royal Hospital Great Western Rd, Gloucester GL1 3NN- **44-minute walk, a 11-minute drive.**



### Street View:







## CONNECTIONS 2 INDEPENDENCE

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### **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>