

Sustainable Community Strategy for Gloucester



2008–2018

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Welcome from the Chair of Gloucester Partnership

This is an exciting time for Gloucester; the city is undergoing major changes, with many sites around the city being redeveloped. Alongside the physical regeneration programme, the Partnership is keen to ensure that the residents of Gloucester benefit from the social and economic opportunities these changes bring. Now is the time for everyone to seize these opportunities and ensure that we work towards making Gloucester a 'fair, just and thriving community'.

The Gloucester Partnership produced the first Community Strategy for Gloucester in 2003, *Our Gloucester – Our Future*. Although the Strategy is only five years through its life, many of the targets have been achieved through partnership working, including:

- Improvements to Gloucester Park and 36 neighbourhood green spaces;
- Learning, Skills and Employment Initiative piloted in 2007-2008;
- Reduction of major crimes in Gloucester (vehicle crime, domestic burglary, robbery) by 2600 incidents (22.7%), by March 2007;
- Gloucester Heritage Urban Regeneration Company established, with over £200m invested by March 2007;
- Westgate Community Trust established and developer appointed to the Four Gates Neighbourhood Centre;
- Five Neighbourhood Partnerships established;
- Agreement of Westgate Renewal Plan;

• Production of Community Cohesion Proofing Toolkit;

• Voluntary and community groups participating effectively in the Gloucester Partnership.

The context in which the Gloucester Partnership is working has also changed with a new emphasis on sustainable communities; the new Local Area Agreement and Sustainable Community Strategy for Gloucestershire; and the need to align the Strategy with the Local Development Framework and Housing Strategy.

The Gloucester Partnership decided to develop a new Sustainable Community Strategy for 2008-2018 to take advantage of the changed context for partnership working; to recognise and celebrate all the improvements that have been achieved; and to make the most of the future opportunities available to the city.

This document is the result of many months of deliberation and consultation, and I hope you will agree that it sets out a clear and ambitious vision for Gloucester. Partners from the public, private, voluntary and community sectors have all contributed their ideas and priorities to the Strategy and are committed to working together to achieve the outcomes. It is now up to everyone working and living in Gloucester to think about how they can work with others to help deliver the Strategy. Only by working together will we be able to make Gloucester an even better place to live, play and work in.

Cllr Paul James
Chair of the Gloucester Partnership



Signatories to the Strategy

Ahmed Goga
Learning and Skills Council

Ashley Green
Gloucester City Homes

Barry Leach
City Centre Partnership

Chris Oldershaw
Gloucester Heritage Urban Regeneration Company

Cllr Barry Dare
Gloucestershire County Council

Cllr Bill Crowther
on behalf of the Gloucestershire Police Authority

Cllr Paul James
Gloucester City Council

Di Robinson
Community Counts

Val O'Conner
Voluntary & Community Sector Representative

Mavis Wall
Three Bridges Neighbourhood Partnership

Nigel Avron
Gloucestershire Constabulary

Paul Mathurin
Voluntary and Community Sector Representative

Simon Hairsnape
Gloucestershire Primary Care Trust

Tim Gisborne
Connexions

The members listed are just some of the partners who have signed up to delivering the Strategy. If you would like to sign up please fill in and return the form on page nineteen.

Gloucester Today

Gloucester is situated in the Severn Vale in the county of Gloucestershire. Set in a beautiful area on the east bank of the River Severn, Gloucester has a rich history dating back to Roman times. The pedestrianised city centre is laid out following the original Roman street plan. Gloucester has an important religious history, with Gloucester Cathedral and Blackfriars Priory being just two important religious heritage buildings in the city. Once the country's largest inland port, Gloucester is linked via the Gloucester and Sharpness Canal to the Severn estuary.

Following the Second World War, the centre of Gloucester changed considerably as many buildings were pulled down to make way for modern retail developments. Industry declined and the docks fell out of use. The Jellicoe Plan in 1962 led to redevelopment on a huge scale with the construction of Kings Square, Kings Walk and Eastgate Shopping Centre. Renovation work on the docks began in the 1980s and is still ongoing.

Recently the formation of the Gloucester Heritage Urban Regeneration Company (GHURC) has signalled a new phase in the development of Gloucester. The GHURC is undertaking a massive regeneration programme designed to build on the existing heritage of Gloucester and attract £1 billion of private sector investment to the city.


Cultural and educational facilities in Gloucester include the thriving arts centre, the Guildhall; the recently re-built leisure centre, GLI; the Oxstalls tennis centre; Gloucestershire University; and Gloucestershire College's newly built site at the Docks. The city is also now an important regional centre for business with a strong and growing economy. Gloucester has a large number of business headquarters, especially in the financial and business services sector.

According to Census data (ONS 2006 mid-year estimates), Gloucester has a population of 113,200 with a diverse mix of culture and communities. The city has a black and minority ethnic population of approximately 7.5%. Although the

residents of Gloucestershire enjoy a relatively good quality of life, there are a number of social issues in Gloucester needing to be tackled. In particular, health and crime are worse than national levels on most key indicators and there is higher unemployment among Gloucester city residents than the county as a whole. The city also contains pockets of deprivation, with around 7,500 residents living in areas deemed to be among the 10% most deprived in England. (The Gloucester Story 2006).

The Sustainable Community Strategy has been developed against the city's changing background of heritage, regeneration, cultural and social needs.





“All the partners in the Gloucester Partnership are committed to revising and agreeing a ten-year strategy to make Gloucester, and every one of its neighbourhoods, into a sustainable community.”

Introduction to the Strategy

The Sustainable Community Strategy is a long-term vision and action plan showing how local organisations will work together to improve the social, economic and environmental well being of Gloucester.

A Sustainable Community¹ is one that is:

active, inclusive, safe – fair, tolerant and cohesive with a strong local culture and other shared community activities;

well run – with effective and inclusive participation, representation and leadership;

environmentally sensitive – providing places for people to live that are considerate of the environment;

well designed and built – featuring quality built and natural environment;

well connected – with good transport services and communication linking people to jobs, schools, health and other services;

thriving – with a flourishing, diverse local economy;

well-served – with public, private, community and voluntary services that are appropriate to people's needs and accessible to all;

fair for everyone – including those in other communities, now and in the future.

The Sustainable Community Strategy is based on the following principles:

- It focuses on those actions for Gloucester where concerted partnership action has the potential to make the difference or would be hard to achieve without concerted partnership working.
- The intention is not to duplicate, but to link to and support other partnership action plans (such as the Gloucestershire Children and Young People Plan or the Gloucester City Employment Plan) and individual agency action plans through a Gloucester focus.
- It will be aligned to spatial planning – the Local Development Framework.
- It is aligned with the countywide vision agreed by the Gloucestershire Strategic Partnership.
- It is aligned to, but is not exclusive to, the five blocks of the countywide Local Area Agreement 2007-2010 (Children and Young People; Economic Development and Enterprise; Healthy Communities and Older People; Natural and Built Environment; Safer and Stronger Communities). It provides a local Gloucester interpretation and response to issues in the Local Area Agreement that require partnership action.

It covers the four cross-cutting themes of the Local Area Agreement:

- Culture;
- Food;
- Learning;
- Sports and physical activity.

¹ As defined by the Department of Communities and Local Government.

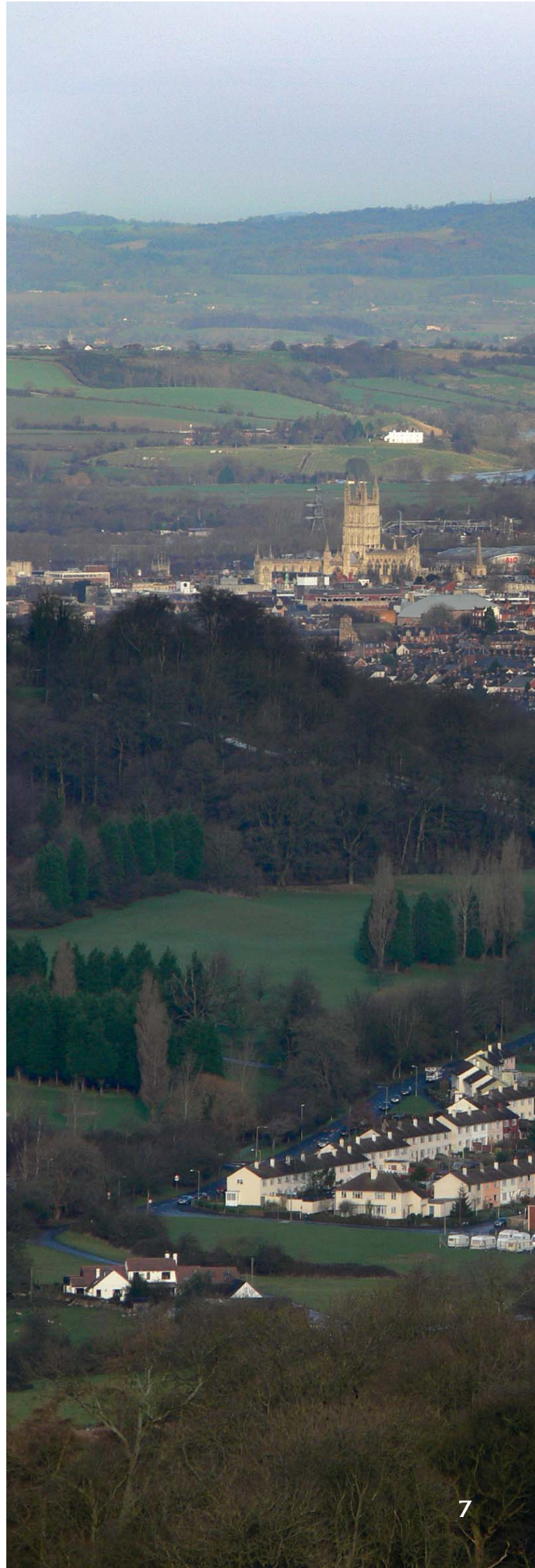
Links

The Local Government White Paper 2006 sets out the importance of ensuring that the Sustainable Community Strategy is developed with regard to all other local plans.

The Strategy is aligned with the Gloucestershire Sustainable Community Strategy and its delivery mechanism, the Gloucestershire Local Area Agreement (LAA). The Local Area Agreement is an agreement between Government and the key statutory agencies in Gloucestershire to deliver actions, many by single agencies, to improve life across Gloucestershire. The Local Area Agreement and Strategy are linked as:

- The vision and aims for Gloucester draws on the vision for the county;
- Some actions provide a local perspective on those in the Local Area Agreement;
- Many of the targets are similar.

The Gloucester Partnership also has a role in ensuring that the Strategy is aligned with the Local Development Framework and the local Housing Strategy. The Local Development Framework is a set of planning documents setting out how the development and growth of Gloucester should happen. The Housing Strategy sets out a vision and strategic framework for all housing within Gloucester, recognising the impact that housing has on the social, economic and environmental well being of communities.



Principles for Working Together

Partners in Gloucester city are committed to working together to ensure the vision and strategy is achieved. To do this:

- We will produce a 3-year Action Plan to deliver the Sustainable Community Strategy (and review it each year). This will contain our joint targets for delivering this strategy.
- We are committed to learning and developing. Through our performance management of the Strategy we will monitor and evaluate our actions, learning what works and what doesn't, and change our practice and actions accordingly.
- Each action will be led by a named partnership/action group who will be responsible for ensuring partners work together to deliver the target.
- We will tackle issues with communities and involve people in the decisions that affect them.
- We will act as leaders and advocates for Gloucester.
- We will ensure the three principles of sustainability, equalities and community cohesion inform all our actions.



Sustainability

The Sustainable Community Strategy for Gloucester City 2008-2018 endorses the Sustainability Statement in the Local Area Agreement, and is committed to the following principles and process.

Principles

Supporting "development that allows this generation to live well, without compromising the ability of future generations to live well" (Vision 21).

Making an explicit commitment to sustainability as a cross-cutting principle underpinning the Sustainable Community Strategy.

Developing the 3-year action plans of the Sustainable Community Strategy within the context of a 10-year vision for Gloucester.

Process

Working with those third sector and other organisations who have expertise to offer in this area to foster a wider understanding of the issues involved.

Engaging stakeholders in the process of sustainability proofing each outcome and its delivery plan at an early stage.

Identifying and seeking to address any issues arising from this proofing process.

Equalities & Community Cohesion²

The Sustainable Community Strategy for Gloucester City 2008-2018 endorses the Equalities Statement in the Local Area Agreement, and is committed to the following principles and process.

Principles

Supporting and celebrating the diversity in Gloucester's many communities of place and communities of interest.

Engaging with and addressing the needs of Gloucester's most disadvantaged and excluded communities.

Promoting community cohesion across all communities.

Promoting equality of opportunity for all groups and individuals across the six equality strands of age, disability, gender, race, religion or belief and sexual orientation.

Process

Working with the voluntary and community sector to engage socially excluded communities to highlight the needs of disadvantaged groups and identify outcomes and delivery mechanisms to address inequality.

Using equality impact assessments for all major projects.

Engaging stakeholders in the process of proofing the Sustainable Community Strategy in terms of equalities and community cohesion.

Identifying and seeking to address any issues arising from this proofing process.



² Community cohesion is locally defined in Gloucester as being "about different communities, individuals, groups and agencies talking to each other to find common ground where they respect difference so that they may more powerfully engage with each other to improve everyone's life" (Gloucester Partnership Community Cohesion Proofing Toolkit).

“Now is the time for everyone to seize these opportunities and ensure that we work towards making Gloucester a fair, just and thriving community.”

Developing the Strategy

This Strategy was developed during 2007. A draft Strategy was initially produced pulling together information and evidence on needs from a large number of sources. Some of these sources include:

- Evidence of need from Priority Action Groups of the Partnership. For example, the Westgate Renewal Plan developed by Westgate Priority Action Group; evidence given by Children and Young People Action Group to inform the Children and Young Peoples Plan; needs arising from the Neighbourhood Partnerships and fed through the Neighbourhood Working Group.
- Gloucester City Council consultations including the Best Value Survey, Residents Survey and Focus Groups; and strategies such as the Climate Change Strategy.
- Work by partners including for example, Community Counts, Gloucestershire PCT and Gloucester City Homes.
- Research carried out to inform projects such as Gloucester Joblink.

The Strategy was consulted on by partners and the public over a three-month period. Consultation methods included:

- Deliberation by the Gloucester Partnership Executive;
- Deliberation by the Priority Action Groups of the Partnership;
- Gloucester Partnership Spring conference;
- Voluntary and community sector conference;
- BME voluntary and community sector conference;
- Presentation at the Local Development Framework Community Forum;
- Gloucester City Council Cabinet Briefing;
- Publication of the Strategy on the Gloucester Partnership website and Gloucester City Council website.

All the comments and suggestions received through the consultation were considered and used to produce a final, revised version of the Strategy. Joint work will take place to ensure that the Strategy is fully aligned with the Local Development Framework and Housing Strategy.



Implementing & Performance Managing the Strategy

The Priority Action Groups will deliver the Strategy. Each Priority Action Group will be responsible for a number of the outcomes from the Strategy. Action plans will be developed showing how the outcomes will be delivered. The action plan will contain detailed tasks, milestones, timescales and measures for each action.

The Strategy will be tightly performance managed to ensure that progress is being made against delivery. Where there are issues or barriers to progress, these can be identified and issues resolved. Formal performance reporting will happen annually and will inform the annual review of the action plan. Between annual performance reports, Priority Action Groups will report quarterly to the Executive on their progress.

Measures used in the Strategy

In this Strategy each outcome has an accompanying high-level outcome measure. These measures are not designed to directly report on progress in each of the specific actions, but instead give an indication of progress towards the desired outcome. The action plan will contain detailed measures of progress towards achieving each action.



What We Aim to Deliver

Vision

In 2018 we want Gloucester city to be a fair, just and thriving community where no one is disadvantaged, and where:

A vibrant urban economy supports a diverse society.

Everyone is able to reach their full potential and feel part of their community and the city.

The environment is healthy and safe for all.

Aims

The Strategy is divided into four aims:

Aim 1 – A place where the future matters

Aim 2 – A place where all communities matter and where people want to live

Aim 3 – A place where all people matter and we 'narrow the gap' in health, poverty and social exclusion

Aim 4 – A place that thrives

Aim 1

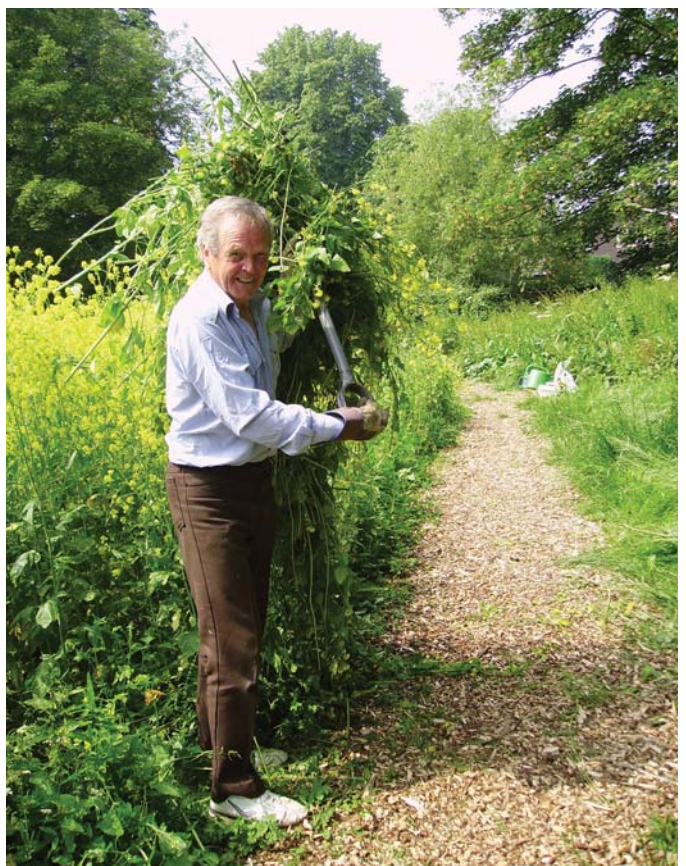
A place where the future matters

Why?

Climate change is nationally recognised as a serious problem that needs to be addressed. Carbon dioxide is a key greenhouse gas that is released by energy consumption and contributes to climate change. 653,000 tonnes of carbon dioxide were emitted in Gloucester in 2006. (Source: Gloucester City Climate Change Strategy.)

Just over half (54%) of residents are satisfied with the local area as a place to live and 29% of residents are very satisfied. (Source: Gloucester City Council Residents' Survey 2007.)

Household recycling levels in Gloucester have increased from 8% in 2002 to 11.3% in 2005, but remain well below the county average (24.3% in 2005). (Source: The Gloucester Story 2006.)



What we will do:

Outcome 1.1

We will have minimised Gloucester's contribution to climate change and addressed the local consequences.

Measure

Total CO2 emissions from the local authority area (tonnes of CO2 per head of population).

Actions

- a] Reduce the need to travel by car ;
 - b] Support locally based climate change initiatives;
 - c] Increase Gloucester's resilience to flooding and drought.
-

Outcome 1.2

The heritage of our natural and built environment is central to our quality of life and we take action year-on-year to protect, enhance and cherish it.

Measure

Overall satisfaction with the area (Gloucester) as a place to live (Residents' Survey);

Satisfaction with parks and open spaces (Residents' Survey).

Actions

- a] Develop initiatives to increase the biodiversity³ of public and private spaces in Gloucester;
 - b] Take actions to preserve and enhance the built environment.
-

Outcome 1.3

The reduction of waste in Gloucester to a level that can be managed in a sustainable way.

Measure

Percentage of household waste recycled and composted (LAA).

Action

- a] Encourage households, businesses and organisations to reduce, re-use and recycle waste.
-

³ Biodiversity refers to the number and type of plant and animal species, and the environments they live in.



“Only by working together will we be able to make Gloucester an even better place to live, play and work in.”

Aim 2

A place where all communities matter and people want to live

Why?

85% of residents agreed that the local area is a place where people from different backgrounds get on well together. (Source: Gloucester City Council Residents' Survey 2007.)

Only 42% of residents feel that they could influence decisions affecting their local area. Younger respondents feel less able to influence decisions, with only 27% of under 24s and 29% of 25-34s expressing agreement that they could do so. (Source: Gloucester City Council Residents' Survey 2007.)

Although crime is reducing (22.7% less crimes by March 2007), 66% of residents thought that crime was the most important thing in making somewhere a good place to live. (Source: Gloucester City Council Best Value Survey 2006/7.)



62% of residents are satisfied with parks and open spaces in Gloucester and 57% of residents are satisfied with sports/leisure facilities and events. (Source: Gloucester City Council Residents' Survey 2007 and Best Value Survey 2006/7.)

What we will do:

Outcome 2.1

Communities⁴ live, work and play in peace and harmony.

Measure

Percentage of people who feel that their area is a place where people from different backgrounds can get on well together (LAA).

Actions

a] Take action to increase community cohesion and integration in Gloucester.

Outcome 2.2

Our diverse communities have a strong influence on the services they receive.

Measure

Percentage of residents who feel they can influence decisions affecting their local area (LAA).

Actions

a] LSP partners work together to put community engagement at the heart of their decision making.

⁴ By communities we mean either people who share a locality or geographical place or people who share an interest, experiences or demographic characteristics.

Outcome 2.3

Communities are safe and feel safe.

Measure

Reduction in overall British Crime Survey comparator recorded crime (LAA);

Number of people who feel 'very safe' and 'fairly safe' walking alone in the area where they live (LAA).

Actions

- a] Reduce crime;
 - b] Reduce fear of crime;
 - c] Build respect within neighbourhoods and reduce anti-social behaviour.
-

Outcome 2.4

There are high quality open spaces and built facilities for culture, recreation and leisure.

Measure

Satisfaction with parks and open spaces (Residents' Survey);

Satisfaction with sports/leisure facilities and events (Best Value General Survey).

Actions

- a] Engage and work with local communities and agencies to improve use of and quality of public open spaces and built facilities.





Aim 3

A place where all people matter and we 'narrow the gap' in health, poverty and social exclusion

Why?

Five of the six most deprived Super Output Areas in the county (which rank in the national top 10% of deprived Super Output Areas) are located in Gloucester. (Source: Indices of Deprivation 2004.)

36% of residents believe that affordable decent housing is important in making somewhere a good place to live, with 18% of residents believing it is in need of improvement. (Source: Gloucester City Council Best Value Survey.)

One in ten households in Gloucester had no central heating, the highest in Gloucestershire and above the national average. (Source: The Gloucester Story 2006.)

Some children and young people, especially those who are vulnerable, looked after and disabled do not have the same access to information and services, resulting in poorer outcomes for those children and young people. (Source: Gloucestershire Children and Young People's Plan 2006-2009.)

Life expectancy for men in Gloucester is considerably below the county average, whilst life expectancy for women is just below the county average. (Source: The Gloucester Story 2006.)

Rate of death from circulatory disease has declined since 1999 but remains well above the county and national level. (Source: The Gloucester Story 2006.)

Teenage pregnancy rates fell sharply between 2002 (54.6) and 2003 (46.4), however this is still well above the county average (31.6 in 2003). (Source: The Gloucester Story 2006.)

The number of people over 65 in Gloucester is expected to grow from 16,500 in 2001 to 23,150 in 2026. (Source: The Gloucester Story 2006.)

What we will do:

Outcome 3.1

Measurable improvements are made in Gloucester's deprived communities.

Measure

Percentage of residents in the five most deprived Super Output Areas reporting an increase in satisfaction with their neighbourhoods (LAA).

Actions

- Work with communities to develop and implement neighbourhood action plans in the most disadvantaged neighbourhoods to improve quality of life;
 - Improve the way services are delivered in neighbourhoods.
-

Outcome 3.2

Everyone has improved access to decent, warm and affordable homes.

Measure

The percentage of residents who feel that affordable decent housing is most in need of improvement (Best Value Survey).

Actions

- Improve standards in private sector accommodation;
 - Reduce fuel poverty among vulnerable households;
 - Increase the number of affordable homes through the Local Development Framework and Housing Strategy.
-

Outcome 3.3

Every child thrives and reaches his or her potential.

Measure

The emotional health and well being of children and young people, as measured by the number of children and young people surveyed who perceive that they are 'happy' or 'quite happy' most of the time (LAA);

looked after children and young people,

b] Contribute to the implementation of the Gloucestershire Teenage Pregnancy Prevention Strategy to reduce teenage pregnancy;

c] Resource, sustain and make best use of voluntary and community sector work with children and young people;

d] Improve out of school activities and services especially for vulnerable and disabled children and young people.

Outcome 3.4

Health improves for all age groups, the inequality gap is narrowed and people feel healthier.

Measure

Life expectancy at birth (male and female).

Actions

a] Commission and support a range of health improvement activities and self-help groups in the twenty per cent most deprived groups;

b] Create an environment which allows healthier choices;

c] Develop healthier work environments and a healthy workforce;

d] Improve sexual health of young people.

Outcome 3.5

Older people and those with special needs have access to the services, support and information they need.

Measure

Increase in the number of contacts⁵ made by a range of provider services (LAA).

Action

a] Support independence, health and well-being for those over 75 years and those with special needs.

⁵ Contact is defined as an interaction with an older person that results in a provision of advice, information or signposting to relevant services.



“It is now up to everyone working and living in Gloucester to think about how they can work with others to help deliver the Strategy.”

Aim 4

A place that thrives

Why?

The stock of VAT registered businesses in Gloucester fell by 17.5% between 1994 and 2004. This is compared to an increase of 14.1% across the whole county. (Source: The Gloucester Story 2006.)

Growth in the number of business headquarters located in Gloucester was minimal between 2003 and 2006. (Source: The Gloucester Story 2006.)

Although unemployment rates have fallen from 3.8% in 1998 to 2.2% in 2005, this is still above the county average. (Source: The Gloucester Story 2006.)

Gloucester has lower levels of people with higher qualifications than the county and national average. (Source: The Gloucester Story 2006.)

Gloucester is currently undergoing a massive transformation project, led by Gloucester Heritage Urban Regeneration Company (GHURC).

What we will do:

Outcome 4.1

Local businesses flourish and contribute to the economic well-being of Gloucester.

Measure

Number of VAT registered businesses within the city of Gloucester as a proportion of the county stock;

Survival rates of start-up businesses at 12 and 36 months are at least as good as the county average.

Actions

a] Support the growth of small and medium enterprises;

⁶ The Third Sector includes voluntary and community organisations, charities, social enterprises, cooperatives and mutuals both large and small (Source: Office of the Third Sector).

b] Support measures to remove barriers and increase business start-ups within the city of Gloucester;

c] Sustain and develop the third sector⁶ as an important contributor to the local economy.

Outcome 4.2

We realise the potential of Gloucester, and work with Cheltenham and the rest of the county to create a strong local economy.

Measure

To be confirmed pending agreement of Gloucestershire Urban Economic Strategy.

Action

a] Support the implementation of the Gloucestershire Urban Economic Strategy.

Outcome 4.3

Everyone has access to quality skills and job opportunities, bringing people out of poverty and into work.

Measure

Employment rate in the city is equal to the county average;

Number of adults gaining NVQ Level 2 or equivalent qualification.

Actions

a] Support delivery of the City Employment Plan;

b] Develop initiatives so that local people benefit from growth in employment in Gloucester.

Outcome 4.4

Physical regeneration of the city delivers social, cultural, economic and environmental benefits for local people and their communities.

Measure

Overall satisfaction with the area (Gloucester) as a place to live (GCC Residents' Survey).

Actions

a] Co-ordinate agency and partnership work in order to improve outcomes for all;

b] Promote and develop Gloucester's cultural identity and cultural offer, including a stronger, more diverse and vibrant evening economy.



How To Get Involved

The Sustainable Community Strategy depends on partners working together to achieve its outcomes. If you would like to sign-up to the Strategy and get involved in helping to deliver it please complete and return the form below.

I/my organisation would like to sign up to the Sustainable Community Strategy for Gloucester 2008-2018.

The outcomes I / we would be able to support are:

Outcome:

Outcome:

Outcome:

Outcome:

Outcome:

Outcome:

Please send me more information about how I can get involved in delivering the Sustainable Community Strategy.

Name:

Organisation:

Address:

Telephone:

Email:

Please return this form to:
Community Strategy Development Officer, Gloucester City Council, The Docks, Gloucester, GL1 2EQ

01452 396983
community.strategy@gloucester.gov.uk
www.gloucesterpartnership.org.uk

Sustainable Community Strategy for Gloucester 2008–2018

For a large print version of this strategy, or help with overcoming other accessibility issues, telephone 01452 396396.

আপনি যদি এই কাগজটির একটা বাংলা কপি চান, তাহলে দয়া করে ৩৯৬৯০৯ নম্বরে ট্যাপেস্ট্রীকে টেলিফোন করবেন।

如果你需要這份文件的中文譯本，請致電達意處 396926。

Pokud byste chteli kopii tohoto dokumentu v cestine, zavolejte, prosim, Tapestry na 396909.

તમોને જો આ દસ્તાવેજની ગુજરાતીમાં નકલ જોઈતી હોય તો, મહેરબાની કરીને ટેલિસ્ટ્રીને ૩૯૬૯૦૯ નંબર પર ફોન કરશો.

Po kopię powyższego dokumentu po polsku, zadzwoń do Tapestry pod numerem 396909.

اگر آپ کو یہ دستاویز اردو میں چاہئے تو براہ کرم ٹیپ سٹری کو 396909 پر فون کیجئے۔

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