

PETER HOUGHTON

P.C.S.O (Police Community Support Officer)

Helping to maximise positivity, independence and participation

- A kind, caring, calm and consistent person who has the special skills, interest and passion needed to provide support to individuals in a group setting or 1:1.
- Able to communicate clearly concisely and with empathy; yet also able to command authority at the same time.
- He is committed to helping individuals make the most of opportunities available to them displaying advisory leadership qualities and employing exemplary professional high standards.
- Able to train, motivate and supervise others and co-ordinate all round team building skills

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P.C.S.O

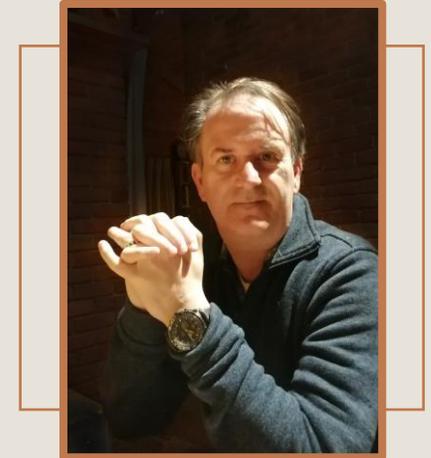
(Police Community Support Officer)

PERSONAL INFORMATION

Nationality: **British**

Date of Birth: **17/11/1971**

Location: **West Midlands, UK**



Skills and proficiency



- Mentoring and supporting individuals in-order to equip and develop their skills; such as in fundamental I.T skills, budgeting, tenancy support.
- Implemented a ‘computers don’t byte’ program for the I.T suite. Comprehensive academic and work background offering support services to adults with complex needs such as in homelessness issues.
- Referred clients to external organizations that offered specific support
- Operating Systems and Networking
- Microsoft Word
- Adobe Suite Packages.

Experience

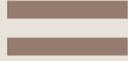


SUPPORT WORKER AND ENGLISH TUTOR

Support Worker (Referral & Move-on) – Trident Reach Tutor, Mentor and Support Worker

PERSONAL TUTOR: ENGLISH LANGUAGE / SOFTWARE/ GUITAR

Outsourced by firsttutors.com; and www.thetutorwebsite.co.uk



Attributes and Skills

- Excellent listening, leadership and advisory qualities
- Excellent interpersonal skills
- Attains and adopts professional conduct
- Excellent level of customer service, offering a service second to none
- Desiring to acquire and develop additional occupational key skills
- Able to work to given deadlines and meet financial targets
- Experience of working with young people in community work, education and training, housing and support, youth work, social work and other equivalent settings.
- Delivering specialist support to disadvantaged NEET, devising various courses such as: 'computers don't byte ' 'Business English' and 'music tuition'
- Possess a robust knowledge and experience of employability and employer focused job support.





Positions Seeking:

- **P.C.S.O**
(Police Community Support Officer)



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List of Qualifications

P.C.S.O (Police Community Support Officer)
(relative support qualifications):

- Understanding Challenging Behaviour
- Child Safeguarding
- Health And Social Care
- Principals Of Care Social Care
- Mental Health Studies - Suicide, Violent Behaviour And Substance Abuse
- Supporting Individuals With Intellectual Disabilities and Mental Illness
- Working with Students with Special Educational Needs
- Record Keeping
- Principles Of Care Certificate
- Induction Awareness
- Role Of The Care Worker
- Hand Hygiene Training

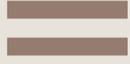
Child Safeguarding

- Level 2 Award In Child Safeguarding



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List of Qualifications

(Ongoing further studies):

- Diploma In Child Psychology



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Experience

PCSO

Community Work Related Experience:

- Over 13 years' experience: in vocation and home: inspiring, motivating mentoring and supporting individuals, from different ethnic background, mixed abilities, and ages and also supporting colleagues at work. In addition, supporting individuals with new residential tenures with a stronger focus to maintaining long-term tenancies.
- Has worked with clients with complex needs, such as homelessness, drug, alcohol and violence abuse. Referring clients to A.A, L.E.A, S.I.F.A, when needed and also helping customers to make claims with relevant Government organisations; such as: D.W.P, Immigration, careers advice, employment agencies and other local authorities including bespoke services.





Education

- 2015 – 2021 - Additional Support Worker Qualifications
- 2014 Challenging behavior Certification
- 2014 Working with Students with Special Needs Certification
- 2014 principles of care Certification
- 2014 Train-the-trainer Certification
- 2014 Understanding your organisation Certificate
- 2013 Role of the Care Worker Certificate
- 2012 Trident Reach – Support Work – Supporting Vulnerable Customers
- 2011 PPDG Level 1 Employability and Personal Development Qualification
- 2010 E.D.I. Level 2 Certificate in Team Leading
Management Training and effective Team leadership Course
- 2009 PPDG Customer care course
- OCR Level 2 Certificate in Adult Literacy
- NVQ equivalent to level 2 and 3 in Information and Technology Certificate of Excellence
- Gained City and Guilds NVQ 706/1 levels 1 and 2 in catering
- GCSE English grade E grade 3 in oral communication
- German Language Certificate
- Certificate of commendation





Employment

Present:

Studying further:

I.T, M.C.S.A, and CompTIA +

Writing and publishing Guitar Tuition for the Beginner levels 1, 2 and 3.

Inc Tutors edition

Implemented and coordinated Guitar Tuition for the Beginner website:

www.privateguitartuition.com

Studying Additional Support-Work Qualifications:

Challenging Behaviour

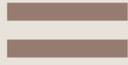
Mental Health

Diploma in HR,

Working with Students with SEN

Customer Care





Employment

Administrator/ I.T Support

ENVIRONMENTAL CONCERN LTD, NEWTOWN BIRMINGHAM

FULLTIME FREELANCE ENGLISH LANGUAGE / SOFTWARE/ GUITAR PERSONAL TUTOR:

Outsourced by firsttutors.com; and www.thetutorwebsite.co.uk

SIMON AND SIMON LANGUAGE SCHOOL, COVENTRY

4 week Contract Placement at: Terex International, Coventry.

via www.firsttutors.com/uk/it/.

SUPPORT WORKER AND ENGLISH TUTOR

Support Worker (Referral & Move-on) - Trident Reach Tutor, Mentor and Support worker

MANAGEMENT TRAINING AND EFFECTIVE TEAM LEADERSHIP COURSE

JHP Employability Project, Birmingham

MENTORING CHINESE STUDENTS TEFL

Home tuition, Classroom and One to one basis.

GRAPHIC DESIGNER SkyBlue/ Carillion

Sky Blue International Recruitment, Birmingham, UK, and Arena Printing.

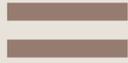
FALSTAFF MUSEUM, STRATFORD UPON AVON

ANIMATOR: 3d visuals of the museum



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Employment

WORKING WITH VARIOUS ART PROJECTS ACROSS THE CITY CENTRE

3dvisuals and animation for Arca's Bar and Grill, China Town; Grahame St residential complex; Logos for Mr. Egg, Logos Lettings agency Selangor, Kuala Lumpur, Business cards for Esakhelvi Newsagents.

STUDENT – TRAINING T.E.F.L TUTOR

A 4-week intensive training course assignment, combining studies of the TEFL diploma. Location: Jiangsu, China

READING VOLUNTEER

Bedford Junior and Infant School; Birmingham.

ASSISTANT MANAGER Drucker's Vienna Patisserie

Both sites: Touchwood shopping centre Solihull / Pavilions, Birmingham

SUPERVISOR: SOHO HOUSE MUSEUM/ COUNCIL HOUSE

Civic and Commercial Services Contract at Soho House Museum, The Council House.

AREA RELIEF MANAGER

Oak Tree Care Shops Bearwood, Wednesbury and Bloxwich sites.

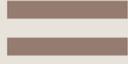
SALES CONSULTANT BELL AND JONES PHOTOVIDEO STORES

Bell and Jones Photo Video Shops - West Bromwich and Dudley sites



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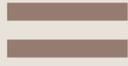




Additional Skills

- Knowledge of networking and hardware fault finding
- Experienced in installing software applications
- All versions of Windows operating systems
- All versions of Windows Microsoft Office
- Knowledge of Adobe flash CS3, CS4
- Photoshop Elements
- Adobe Acrobat
- Adobe Creative Suite Cs2 – Cs5
- 3D Studio max 6- 2011 design suites
- Rendering systems: Vray; Scanline and Mental Ray
- CorelDraw /PaintShop Pro
- InDesign and Quark Express
- Web design Products: WordPress, Macromedia Dreamweaver Studio 8FTP (Filezilla), Flash
- Familiar with most peripheral devices and associated software
- Basic First Aid





Training Courses



Relative Training Courses with: Alison.com, Parker Ascott, and Shaw Academy:

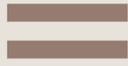
2011 – 2022:

- Understanding Challenging Behaviour
- Child Safeguarding
- Health And Social Care
- Principals Of Care Social Care
- Mental Health Studies - Suicide, Violent Behaviour And Substance Abuse
- Supporting Individuals With Intellectual Disabilities and Mental Illness
- Working with Students with Special Educational Needs
- Record Keeping
- Principles Of Care Certificate
- Induction Awareness
- Role Of The Care Worker
- Hand Hygiene Training



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Awards and Achievements



AWARDS: Chartermark Certification – Birmingham City Council 1999 - Nominated: Volunteer Support worker– Trident Reach 2012

Achievements:

Writing and publishing 'Guitar Tuition for the Beginner' series levels 1,2 and 3, Chord books and also a Tutors edition (now being sold on Amazon as pdf and physical books for students)

Trident reach -Washington Court Hub SUPPORT WORKER

My original submission for this appointment was just for volunteer support worker but it quickly transpired into helping clients with English language, Art and I.T classes as soon as the charity learned more of my skill sets. Many of the clients residing at the shelter I related to, as I had been homeless for a number of years after coming back from China. For me, the interpretation of support in this environment covers many areas of peoples lives, from helping clients to live independently so they could move on into suitable accommodation. Many clients needed help with basic matters such as developing I.T skills, so they could apply for future housing and also benefits. Some clients needed specific support from external drug/ drink awareness teams, and referrals needed to be made. Confidential weekly meetings with the clients were addressed to help with customers needs, and accurate written reports and agreements were made and also signed with the client and kept for 6 months in the locked store room and brought out when a review appointment was made or the client needed to see what was in the report.

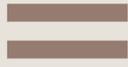
With a month of working at the charity a local business sponsored a new I.T suite and games room which then would be beneficial to the clients education, social integration and well being. Once the I.T suite was up and running, I designed a successful basic I.T programme within the complex and then ran proposals of how it would be run, with my line manager and how it could be staffed. The course was implemented within a few weeks and then later led, by one of my colleagues whilst I concentrated on my client case load.

Other projects in the hub included devising a bike restoration and hire scheme which the residents could be part of and learn new skills which also went before the board of directors and financial officers. Most of the funding from the lottery board. Other soft skills for the residents included art sessions to influence a more positive and creative direction and also wood-working by specialist tutors to ensure the residents were more inclusive. Each Monday there would be a review with the residents on matters that they feel are important to help them have a secure and safe environment. My appointment led me to external visitations; with my clients, through the court system, immigration departments and also coordinating viewings for new accommodation.

As part of the role I played within the charity, I was nominated support worker of the year in 2011 at the annual conference. Even though I didn't win. I enjoyed the recognition of my valued work through my varied skillsets.

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Awards and Achievements

Achievements:

Soho House Museum

Achievements included successful contribution of playing a part of Birmingham City council Environmental Health department gain CharterMark status. The main role in the museum tea room was to ensure customers were welcomed in a relaxing environment with refreshing drinks and food before and after their main visit to the museum building. More than often, offering historical information about the characters who built, lived and worked within the museum previously and who started the industrial revolution.

As the tearoom was a 1 person operation in the visitor centre, the role commanded that all duties were covered from opening, closing, ordering and receiving stock, preparing drinks and food, general cleaning and maintenance and other expected duties throughout the week. As part of the councils re-structuring of finances to the whole museum sector, the museum and a few others around the West Midlands became seasonal and also self service for the visitors, hence my transfer to the Council house.

Obtaining CharterMark status meant the Birmingham city council could obtain more recognition from business sectors who could potential re-invest in the council in other areas.

Also as part of my contribution to the gift shop for the tourists to purchase, I designed a few decoupage cards of select museums in the Birmingham, with a shortened version of the history of the place to be sold as mementos . Many people bought the sets to remind themselves of visits and connection to the heritage.

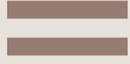




Interests

- **Academic:** Studying different computer software packages
- **Artistic:** Enjoys sketching, graphic design and 3dvisualisation.
- **Cultural:** Modern architecture Egyptian archaeology, traveling and photography
- **Tutoring:** English Language, 3dsmax, Graphic Design Packages, Guitar
- **Languages:** Learning conversational Mandarin Chinese and written Korean
- **Musical:** Plays and teaches guitar, learning the flute
- **Sport:** Badminton, tennis, ice skating and canoeing



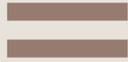


References

References Available On Request



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Employers Q and A



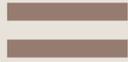
• What you see as the key issues affecting your community?

I reside in the inner parts of the City centre; and many issues that faced the city in general has been the ongoing problem of drug taking, harassment from gangs and also homelessness within the main shopping precincts and corridors. There have been numerous knife incidents with individuals being harmed and, sadly some fatalities. In my experience, from being a support worker and also teacher around the city, I have seen the after effects and results of many individuals' actions; and the impact it has, dividing communities. Even though Birmingham as a whole, is a multicultural city and welcomes many diverse communities I recognize that problems still exist. Most of those problems stem from communication difficulties, and lack of education or relationship problems. There should be more leniency and communities should be more tolerative and integrate with another at better levels. There is a distinctive divide from dislike and from the other end of the spectrum, being peaceful and tolerant. Even though there are pockets of agencies that do help individuals in trouble, or various issues; for me, in my opinion and role as a support worker there has been reduced financial support across these agencies to a degree, they have to offer a reduced service or closed entirely acerbating more potential problems. Presently, there has been a huge problem with Covid; and with that, it has caused financial hardship to all, prices escalating etc., and I wonder how the community as a whole, would deal with the aftereffects.

Whilst in employment as a support worker, for example; my colleagues and I, (working in homeless hostel) had to help, house and turn our customers lives around for the better; firstly, offering a prior assessment for acceptance of temporary accommodation., once accepted helping them to acquire benefits, then they would have regular support sessions until more suitable accommodation can be sought with ongoing support. Some, unfortunately refused our help initially and for many that did though, they went on forward eventually to better themselves, integrated back into society and indeed, learned different skillsets.

To sum up the answer to the question is really an open topic as there are many opportunities that you could facilitate; but largely there has to be more communication, education and tolerance; treating each other as we would like to be treated. For society there are plenty of resources that are available for education and pleasurable purposes; where they can educate and entertain themselves with sports, cycling, boxing, golf, theatre. Etc. where the individuals can feel valued and pointed onto the right path.





Employers Q and A (continued below)



- **What actions would you consider in the role of PCSO?**

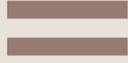
More interaction, contact and also being visible presence to different communities would certainly be very productive; not only in the ways of preventing crime but also through teaching and re-enforcing visible policing within the community. Policing isn't just about preventing and solving crimes etc.; but is also reassuring the general populace of safety. Engaging with the public and being a friendly presence on the high street with interaction; such as providing informative literature, about many topics that people can take and having a general communication can be a positive experience for all.

The actions that I would take as a PSCO would be more to educate and inform, problem solve and also, refer matters to internal and external organisations when needed. Bringing education to the classroom at school, college or other educational institutions, and re-enforcing issues about wellbeing, safeguarding practices drug and alcohol abuse and awareness and domestic issues are very welcome topics. Some individuals may face issues at home and haven't knowledge who to turn to. Acknowledging your presence, the individuals then know what to look out for in terms of crime, abuse etc. and can inform the relative persons in authority if need be and have the confidence to speak up to the relevant authorities.

Other actions I would take are to be a markable presence on the street to prevent crime, often being the first visible responder to evaluate the conditions as such advising on security matters to make items or property less likely to be broken into; to diffuse situations between individuals, listening impartially and sympathetically to stories or events, trying to remain calm and then offer a solution to contain the situation, when and where I can. I feel that communication and also education is key to minimize difficulties or enquiries that may arise and decide if a Police presence might be more appropriate.

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Employers Q and A (continued below)



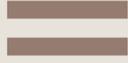
- **Who would you consider to be the key people that you need to build relationships with and how you will go about this?**

Having an ongoing working knowledge to the city and also various organisations around, is significant to the role as it helps to pin point and direct customers in the need of support, education shopping, and local facilities. Building better ties and relations with the community encompasses a positive learning and educational experience and promotes confidence on a basic level. Such relations are built with local businesses, schools, colleges, shopping centres, public transport etc to give a few examples. Engaging with these ‘examples’ makes the community feel safer and inclusive. Building relationships with local religious establishments, businesses, schools, colleges residential complexes also provide a good grounding to your local community where the role is stationed.

For example, asking the public to be aware of something, incident or event happening; is showing that you are looking after the public’s safety and welfare. How would I do all this? I have devised a few courses such as learning how to play guitar, teaching I.T, English and photography; www.privateguitartuition.com, www.pete-houghton.uk; and so, with this skillset, I could devise informative and educational materials and also emails etc.; (if not done already); making appointments with the local community groups and holding meetings, listening and addressing with their concerns; so that the community can feel inclusive and thus relating any potential safety and security concerns (if warranted) with the local police force will answer queries and prevent difficult situations arising in the future.

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Employers Q and A (continued below)



- **Any additional thoughts, ideas and considerations?**

As part of on-going development there are a few aspects to the role that I would like training with and having courses or informative sessions ideally would be beneficial. Such thoughts include courses such as how to deal with individuals displaying violence, etc. or a drunken person in the road.

I am always open to training and various courses that would help in employment. I certainly don't know how to deal with every situation that arises. To gain vital knowledge in the role, I would also be looking to upskill my knowledge and if necessary, would shadow one or more colleagues, that are more experienced in the field. I would also build relations with internal/ external training providers to brush up on my skills or even to acquire new ones.

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