



A Guide to Look Ahead's

# induction programme

for Staff in Central Services

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Chris Hampson,  
CEO**

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## welcome

Hello and welcome to Look Ahead.

Thank you for choosing to become part of our team.

Every year, we support over 7,000 people, many with high and complex needs to make choices, achieve goals and take control of their own lives.

We cannot do this important work without excellent, passionate and caring people, particularly those who work directly with our customers on a day to day basis. The work you will undertake during your time with us has the potential to help change people's lives. You can be that difference to someone.

That's why this Induction Programme you are about to embark on is so important. It's been designed to give you the knowledge, skills and support to make that difference and deliver excellent services. It's also a great way to learn more about the organisation and also meet some of your new colleagues from across our range of services. I really encourage you to make the most of the programme, both during your time in workshops and when back in your service.

You'll quickly learn that we are an organisation that is very much led by our values and you'll notice these – Excellence, Aspiration, Partnership and Trust woven through this programme.

It's also the first step in your career development with us – we strongly believe in growing our own people and helping you to build your long-term career with us. This is just one of the many ways we will help you to do this.

I and my Senior Leadership Team colleagues, look forward to meeting you, and telling you more about what Look Ahead has to offer.

Best of luck with your induction and your new career with Look Ahead – it's great to have you on board.



**Chris Hampson**  
Chief Executive, Look Ahead



### Your induction

The purpose of this guide is to provide you with an overview of your Look Ahead Induction.

#### **Your induction at Look Ahead consists of:**

- Introducing Look Ahead: a short welcome to the organisation.

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- Further training and e-learning; the content of these will depend on your role.

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- Organisational policies and procedures to read. Some of these policies need to be read before you start with us – you will have been emailed a link by Recruitment.

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- A local induction within your team.

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- A visit to one of our services, within four weeks of starting.

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We encourage you to reflect on your learning and development during each activity, and to share your learning and resources with others that you meet in the organisation.

## Your induction training

Training for staff in Central Services depends on you and your role; some staff have roles which are office-based, and others will spend more time visiting services and meeting our customers. We tailor the training that you attend to the role you are starting in.

All new starters, regardless of role, will take part in the Introducing Look Ahead session. This includes a welcome from a senior member of staff and a short video that highlights the context of our Operations and Central Services.

We will arrange your start date with you individually, and at that stage outline which training courses and e-learning you will complete during your induction period.

Beyond induction, you will complete a development plan with your line manager, tailored to your role and your own learning needs. This will include on-the-job learning activities, and may lead to further training or qualifications depending on your needs.

Where you are required to attend training, you can book onto internal courses via [Iris](#), the L&D and HR system. The [Iris user guide](#) explains how to do this.

## Mandatory induction e-learning

As part of your induction, you will need to complete 2 e-learning courses within 4 weeks of your start date. You will be emailed your login information during your first week. The following courses need to be completed regardless of your role:

- Handling Data
- Safeguarding Children.

## Policies and procedures

There are a number of policies and procedures that need to be read during your first four weeks; some of the timescales vary, as you can see below.

All the policies can be found on the [Hub](#).

<b>Policy and Procedure</b>	<b>Timeframe for Reading</b>
<a href="#">Information Security</a>	Before starting
<a href="#">Code of Conduct</a>	Before starting
<a href="#">Data Protection &amp; Confidentiality (GDPR)</a>	Before starting
<a href="#">Whistleblowing</a>	2 weeks
<a href="#">Health &amp; Safety</a>	2 weeks
<a href="#">Declaration of Interests</a>	4 weeks
<a href="#">Inclusion and Diversity</a>	4 weeks
<a href="#">Media</a>	4 weeks
<a href="#">All policies relating to your Directorate</a>	4 weeks
<a href="#">People policies (HR)</a>	4 weeks

## Managers within Central Services

There are learning and development opportunities which are particularly aimed at those in leadership and management roles. If this is relevant to you, please discuss it with your manager as part of a wider conversation about your development in the role. Please also feel free to contact the L&D team if you would like more information about the opportunities indicated below.

Look Ahead is an accredited centre with the Institute of Leadership and Management (ILM), and runs programmes at levels 2, 3, and 5. As part of Talent Development, there are opportunities to participate in a programme; this is driven by the performance review process.

Additionally, the HR Business Partner (HRBP) team run workshops on a variety of management topics, such as:

- Interviewing skills
- Courageous conversations
- Sickness absence
- Managing conflict
- Professional boundaries and code of conduct
- Engagement, motivation and wellbeing
- Poor performance and capability
- Disciplinary investigations

These workshops are brought out to different locations in the business, and are advertised according to which geographical area they will take place in. They are booked directly through the HRBP team; please contact L&D if you are unsure how to do that.

## Resources

You will be able to access lots of resources on our intranet, the [Hub](#). Under our [Induction Toolkit](#), you will find:

- Course summaries and handouts, where relevant to you
- Useful organisational information
- Information on our typical training offer beyond your induction
- A development plan template to guide you in identifying your learning needs relevant to your new role.

Elsewhere on the Hub, you can find other resources such as:

- [Policies](#)
- Useful [toolkits](#).

We use the Hub for storing lots of other organisational resources, but we also use Workplace as a fast and fun way to communicate with colleagues across all of our teams. You will be emailed instructions for joining Workplace.

## Your wellbeing

Your wellbeing is a priority to us.

Have a look at our [Wellbeing Centre](#) on the Hub, which has all sorts of engaging resources to help you support your own wellbeing. These include delicious and healthy recipes, exercise videos, financial advice and tools.

We also use a fantastic platform called [Unmind](#), which is a scientifically-backed set of tools that help us move towards our best mental wellbeing. Available on all browsers and via mobile app, Unmind can teach you the skills to help bolster and support your mental wellbeing – in just a few minutes a day. You will also be emailed instructions for joining Unmind with your Look Ahead email address.

Lastly, you can access a Family Care Counselling Helpline, which gives you and your family access to a 24 hour professional telephone service. The service includes counselling, support and guidance on topics such as lifestyle, health, medical and legal problems from specialist staff. You can also access lots of discounts from many highstreet shops. Find more information about [Healthshield](#) on the Hub when you start.

### Induction roles and responsibilities

Throughout your Induction Programme, you will work together with your line manager and our Learning & Development team in the following ways:

#### **You:**

- Attending and participating in all training courses and learning activities
- Creating opportunities to show evidence of your knowledge and skills
- Working to a development plan as agreed with your line manager, and documenting your progress.

#### **Your manager:**

- Providing you with feedback on your performance
- Supporting you with any areas that require development
- Giving you time to complete your e-learning and reading
- Ensuring that you attend the training sessions and have not been rostered immediately before or after the training
- Encouraging you to reflect on how to implement your learning at work
- Signing off when you have completed all parts of the programme.

#### **Learning & Development team:**

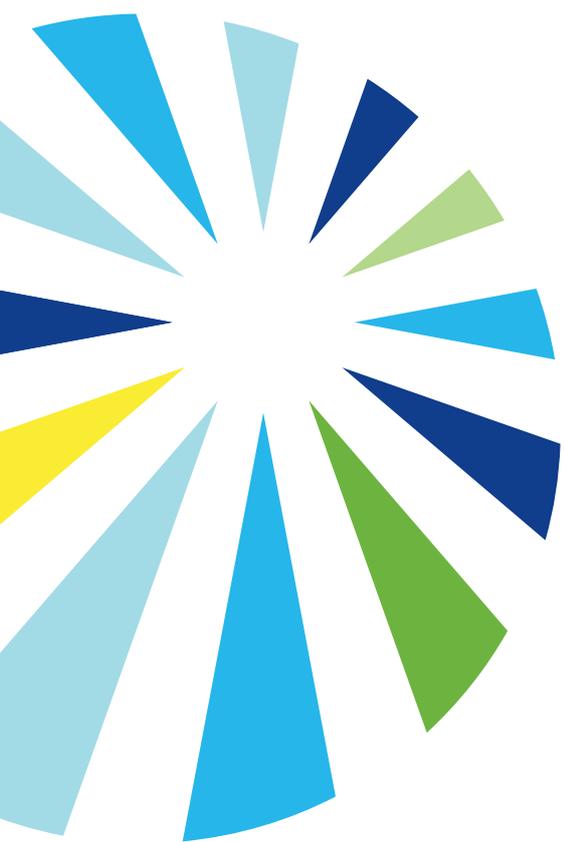
- Providing you with quality training and e-learning appropriate to your role
- Signposting you to additional resources where possible.

**We wish you every success in your career with us.**

**If you have any further questions about your induction programme, please contact the L&D team:**

**[L&D@lookahead.org.uk](mailto:L&D@lookahead.org.uk)**

**020 7368 4615 between 08:45 – 17:00, Monday to Friday**



Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.

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