



A Guide to Look Ahead's

induction programme

for Support Workers,
Enhanced Support Workers,
and Specialist Support Workers

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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.

- 5 face-to-face training sessions, taking place over your first 3.5 days.

- 12 e-learning courses, which you must complete within 4 weeks of your start date.

- 22 key policies to read and additional local protocols which your line manager will advise you on. Some of these policies need to be read before you start with us – you will have been emailed a link by our Recruitment team.

- A local induction within your team.

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 and e-learning

The core training and e-learning courses have been designed to reflect both our organisational priorities and certain knowledge elements of the Care Certificate, which are the standard for our sector.

To complete your e-learning, you will be emailed a link with your login details during your first week. You will automatically be enrolled on the courses listed below.

Course name	Course times	Relevant e-learning to complete (within 4 weeks from start date)
Introducing Look Ahead You will be welcomed by a senior member of staff, and watch a short video.	9:15-10:00	Handling Data
Safeguarding Adults This immediately follows Introducing Look Ahead.	10:00-16:30	Safeguarding Children
Health and Safety & Basic Life Support	9:15-16:30	Fire Safety Infection Prevention & Control Handling Hazardous Substances Fluids and Nutrition Water Safety Asbestos Safety Gas Safety Electrical Safety Lift Safety
Personal Safety & Lone Working	9:15-16:30	
Medication Administration	9:15-12:30	Understanding Medication & Healthcare tasks

Policies and procedures

There are twenty-two 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](#), and in addition your line manager may give you shorter local protocols to read.

Policy and Procedure	Timeframe for Reading
Information Security	Before starting
Code of Conduct	Before starting
Data Protection & Confidentiality (GDPR)	Before starting
Lone Working	Before starting
Safeguarding Adults	Before starting
Child Protection	Before starting
Medication Support	Before starting
Whistleblowing	2 weeks
Health & Safety	2 weeks
Managing Professional Boundaries	2 weeks
Positive Pathways	2 weeks
Income Collection	2 weeks
Living Standards	2 weeks
Voids	2 weeks
Missing Customers	4 weeks
Complaints and Feedback	4 weeks
Gifts and Hospitality	4 weeks
Declaration of Interests	4 weeks
Bribery, Fraud, Theft and Corruption	4 weeks
Inclusion and Diversity	4 weeks
On Call	4 weeks
Media	4 weeks

Training following Induction

We offer a wide range of training and development opportunities. During your first month, together with your manager you should reflect on your own learning needs relevant to your new role. We provide a development plan template under the [Induction Toolkit](#) on the Hub, which you can use to identify your learning needs and the methods to meet them. This is likely to include more on-the-job activities, reading, and training events run through both Look Ahead and your local authority.

The mandatory training you are required to complete beyond induction is:

Specialism	Training course
Young People & Families	Child Protection
Learning Disabilities	Personal Care
Learning Disabilities	MCA & DoLS

You book onto these courses via [Iris](#), the L&D and HR system; the [Iris user guide](#) explains how to do this. You can find out more information about the other training courses that are typically offered on the [Induction Toolkit](#).

Resources

You will find important induction resources under the [Induction Toolkit](#):

- Course summaries and handouts
- Useful organisational information
- A development plan template to guide you in identifying your learning needs relevant to your new role.

Elsewhere on the Hub, you can find:

- [Policies](#)
- Useful [toolkits](#), such as those for Income Collection, Welfare Benefits, and Safeguarding .

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. As a new starter, 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

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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