

Get involved...



Volunteering opportunities

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We know our services are better when our customers work with us to deliver them. There are lots of rewards for you too. There are many different ways you can get involved, depending on your particular interests and the time you have, so why not take a look?

- **At your service** Attend a service meeting, organise local events, help with health and safety checks or even help us to recruit new staff members.

Each service is different so speak to your Support Worker to find out more about the specific ways you can get involved in your service.

- **Use your experiences to train our staff**

Use your life experiences to help train our staff teams on issues including mental health, domestic abuse or substance misuse. Develop your confidence and skills as a trainer and help our staff deliver better services.

Our Experts by Experience (EBE) training programme offers you the opportunity to share your personal experiences with our staff teams. We'll support you to use your insight to help train our staff on the challenges many of our customers face.

The training has many benefits – our staff learn from our customers directly which means they can deliver better support. Our customer trainers gain skills, confidence, great work experience and for many, most importantly, the knowledge that their experiences are helping others.



- **Write for our customer newsletter** Write an article, take some photos, contribute some creative writing or be interviewed for Heads-up, our customer newsletter that is sent to all Look Ahead customers every three months.

The newsletter includes customer news and interviews, creative writing and updates about opportunities and activities with Look Ahead.

You can get involved in different ways. You can work with us to make the newsletter, send us something to include or simply just enjoy reading it!

- **Use your experiences to support others**

Become a Peer Support Volunteer and use your life experiences to offer support to other customers who may be facing similar challenges.

Through our Peer Support Programme, we train current and former customers to support others who may be struggling with similar issues. This might be around issues like mental health, healthy living or maintaining their accommodation.

It benefits both the customer being supported and the Peer Support Volunteer. The customer receives extra support (on top of that received from our staff team) from someone who has a real understanding of what they may be going through. They know that they've 'been there, done that'.

For the Peer Support Volunteer, they gain skills, confidence and the knowledge they are making a real difference. For many, it's a useful first step into work. A large number of our Peer Support Volunteer have gone onto paid work with us or other health and social care organisations.

- **Help us check the quality of our services**

Become a Quality Checker and we'll train you to work with us to help check and improve the quality of our services.

Quality Checkers visit our services alongside managers to check the standard and quality of our services. Customers bring their experiences of using services to give feedback and suggest areas where improvements can be made. This is an important part of our Quality Management System.

Quality Checkers are trained, get to meet customers and staff from across our services and are crucial in helping us to deliver great services.

• Join our Customer Services Committee

Work with other Look Ahead customers, staff and board members to help make our services better.

The Customer Services Committee (CSC) meets four times a year at different venues across Look Ahead. Customers work with staff and board members on a range of projects designed to improve and develop our services. Recent projects include organising our annual customer celebration event and helping to shape what we offer our customers. The committee offers you a great opportunity to develop skills and confidence and work as part of a team.



If you are interesting in finding out more about any of these ways to get involved please:

- speak to your Support Worker
- visit our website: lookahead.org.uk
- call us on 0207 368 4884 or 0800 389 6567
- email volunteering@lookahead.org.uk