



Children and Families
Workforce Development Team

Induction Booklet for Residential Staff

**To be used in conjunction with the
Learning and Development Pathway for
Residential Staff**

Version 2.0 :: March 2021

Foreword

One vision

Our vision is for Leeds to be the best city in the UK and the best city for children and young people to grow up in. We want Leeds to be a child friendly city.

Through our vision and obsessions we invest in children and young people to help build an increasingly prosperous and successful city. We aim to improve outcomes for all our children whilst recognising the need for outcomes to improve faster for children and young people from vulnerable and deprived backgrounds.

Three obsessions

Safely and appropriately reduce the number of children looked after.

Reduce the number of young people not in education, employment and training.

Improve achievement, attainment, and attendance at school.

Five outcomes

Conditions of wellbeing we want for all our children and young people
All children and young people:

- are safe from harm;
- do well at all levels of learning and have skills for life;
- enjoy healthy lifestyles;
- have fun growing up; and
- are active citizens who feel they have a voice and influence.

Four behaviours

- use Outcomes Based Accountability, and ask the question “is anyone better off?”;
- use Restorative Practice to work **with** people, not **to** or **for** them;
- we listen to and respond to the voice of the child; and
- we support and prioritise children and young people to have fun growing up.

Induction Booklet for Residential Staff

Name:

Start date:

Supervisor:

Buddy:

Notes:

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Introduction

This framework has been produced to provide managers with a document to support and challenge new staff and inductees working in Residential Childcare Services.

The framework should be used by managers with new staff members to ensure that a new member of staff or student gets the best possible introduction.

We hope this document will support you to carefully plan for their arrival and to help them feel that they have been welcomed, informed and are valued as a member of your team, with clear expectations as to practice requirements.

Purpose of induction

A good induction process ensures that any new staff member or student feel confident and supported in their new role, and that they quickly understand and embrace a restorative approach.

Managers play a key part in providing the first few weeks' induction to ensure inductees gain a full understanding of their role, including clear objectives and expectations of the service.

By taking the time to deliver a well-designed and effective induction, managers can ensure that all new employees are provided with the information needed to perform their role, such as, the council's key priorities, policies and procedures, the correct values, behaviours and attitudes. Delivery of this information will set the standard expected to perform the role. Inductions also provide a basis to start regular supervision following a restorative format.

What should be included in the induction

Within this framework there is a checklist which provides the standard items all students should complete within the first few weeks of employment, with space to add anything that is role and/or team specific.

Each new member of staff or student should be issued with the Induction Framework, which will support their first few weeks in employment.

It is the manager's responsibility to coordinate the induction, and to update this Framework to ensure that your new inductee receives a warm welcome. The Framework should be kept with the inductee's supervision records and updated regularly during the period of induction.

On the following page you will find a first day form which you should complete and send to your inductee to ensure that their first day runs as smoothly as possible, hopefully alleviating any pre-work nerves!

First day form

We want to make your first day as comfortable as possible. The practical information on this form will be useful.

Your workplace	The full postal address is: <i>Insert full postal address, including postcode, here.</i> Contact number: <i>Insert contact phone number(s) here.</i>
Car parking	If you travel by car, the parking facilities are: <i>List any onsite and offsite parking facilities.</i>
Workplace facilities	<i>List any facilities within the workplace, such as kitchen area, drinks-making equipment, facilities for storing and heating food, etc.</i>
Working arrangements	<i>Include information about shift patterns, etc.</i>
First day reporting arrangements	<i>Provide instructions for the first day. This should include start time, where to go on arrival, and the name of the person who will be meeting them.</i>
First day working hours	Start time: Finish time: <i>Show expected start and finish times.</i>
What you need to bring with you	

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Manager checklist

Here's a checklist to support you in preparing for your new inductee.

Item	Date completed	Comments
Start date confirmed	Start date:	
IT: New user request		
IT:Use MyIT to provide access to relevant files on the system (once new user request is completed)		
Inform team of inductee commencement and date		
Select a buddy for the inductee and explain their role		
Dress code		
ID badge - gather information in readiness for start date		
Prepare Induction Framework Booklet ahead of start date		
Arrange initial arrival meeting with inductee and buddy		
Arrange first supervision meeting		
Use PALS and induction training lists to plan and prepare for classroom learning - talk to Workforce Development Team on 0113 378 5108		

Documentation, policy, and procedure checklist

Item	Date	Comments
Statement of purpose		
Medication policy		
Fire evacuation policy <i>inc demo</i>		
Missing persons protocol		
Children's homes regulations/ quality standards		
Online procedures manual		
Framework for inspection, notifications and regulatory visitors		
Young people's risk assessments		
Young people's individual crisis management plans		
The home's safeguarding procedures		
Complaints procedure		
Greivance and disciplinary procedure		
Smoking policy		
Managing attendance policy		
Health and safety procedures within the home		
Working arrangements		
Roles and responsibilities		

The following pages should be completed with your inductee when they arrive in your team.

Welcome

You are now an employee of the local authority, Leeds City Council, and as such you will be expected to follow the policies and procedures that have been agreed by the authority as a means of enabling you to carry out your duties in a safe and professional manner.

The aim of this manual is to support you in learning about your role, service, children and young people and the policies and procedures you need to be familiar with and will assist you in gaining the confidence and competence you require to undertake your role. It is intended to be used during the first few months at work. You are not expected to take up all your duties and responsibilities on the first day in post. Your main responsibility is to learn about your new job and what is expected of you. This includes values, behaviours, and attitudes consistent with a restorative culture.

The person responsible for your induction will be your future supervisor. You will receive support from other staff and your buddy. However, you and your supervisor have overall responsibility for ensuring that the induction programme is completed to agreed requirements. Your supervisor will work **with** you, providing support and challenge throughout your employment.

The induction is designed to help you seek out information, as well as helping you to understand what is expected of you, where you link in with the wider organisation, and what that organisation can offer you. Please ask questions to support your learning, and to get the best out of your induction.

Your supervisor will plan out the first weeks with you, identifying:

- time (away from the children and young people) to undertake relevant tasks, attend supervision and learning and development as well as reviewing documentation;
- time with the children and young people; and
- work time with the children and young people where you will be expected to begin to perform your duties, but where you have the support of another staff to call on, if you require help or support.

Remember, you are not expected to know and learn policy and procedures in detail.

It is important at this stage for you to understand how the system operates, and that you know where to look for information.

Taking in a lot of new information is tiring. You will need to work hard to cover all the information in such a short period of time. Please seek clarification if you are unsure about anything.

Once you have completed each element, discuss what you have learnt with your supervisor in both your probation meeting and professional supervision session.

You will have one probation meeting and one professional supervision session in a four-week period for the first six months. These meetings are to provide you with support and challenge to develop your role, and for you to support and challenge your supervisor.

First day essentials

Date	Detail
	You will be welcomed by a member of the management team. The fire evacuation procedure will be explained before you receive a tour of the home and are introduced to your colleagues on shift.
	Next you'll review your job description, the home's statement of purpose and function and workforce development plan (incl. Whistleblowing Policy). You will discuss these documents during your introductory supervision which encourages reflection of initial information shared and provides an explanation of induction period and requirements: <ul style="list-style-type: none">• shift pattern;• smoking policy;• sickness arrangements;• annual leave;• lieu time;• overtime;• dress code;• staff keys; and• health and safety procedures <i>including fire systems check and documentation.</i>
	Your 'buddy' will provide general information such as day-to-day arrangements for meals, drinks, use of mobile phone and the home's phone, storage of personal effects, parking, signing self and visitors in/out, etc.
	Comments:

Section complete (please sign)

Manager:

Inductee:

First week essentials

Date	Detail
	<p>You will be provided support to:</p> <ul style="list-style-type: none"> • provide information to be included in the staff information section of the homes statement of purpose; • observe the home's handover and stay for dinner; • read Young Person's Guide, young people's individual files, risk assessments and ICMP's and discuss these with your supervisor or buddy; and • look through the different paperwork used in the home as well as the systems for recording monies. <p>Your supervisor or buddy will be happy to answer any questions you may have.</p>
	<p>Review the following documentation:</p> <ul style="list-style-type: none"> • grievance and disciplinary policy; • the home's safeguarding procedures; • children's home regulations including quality standards; • missing person's protocols; • medication policy; and • complaints procedure. <p>Please make a note of any key points and queries to discuss in your next supervision.</p> <p>Escalation policy Sometimes staff are not happy with decisions that are made within the home. On the rare occasion a staff member feels they need to challenge a decision made, they must discuss this with their immediate line manager. If still not resolved, the escalation route is: registered manager; if not resolved then to the Service Delivery Manager; if still not resolved to the Head of Service; and finally if still not resolved to the Responsible Individual.</p>

First week essentials - *continued*

Date	Detail
	<p>An IT introduction will be given by your buddy or supervisor, to include:</p> <ul style="list-style-type: none">• drives;• folders;• InSite (complete ID card application here);• programs used;• PALS (mandatory training to be booked at this time);• self-service; and• induction folder to store useful information to be set up in your H drive.
	Manager comments:

Section complete (please sign)

Manager:

Inductee:

First month essentials - weeks 2 to 4

**Induction programme chart blank
to be completed by supervisor and inductee**

Week commencing:

	Week 1	Week 2	Week 3	Week 4
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Guidance

Week 2 - should include the following:

- undertake some shadow shifts (including a weekly health and safety check) as per the rota and feedback to any member of the management team;
- read education policy; and
- familiarise yourself with the key worker system and shadow an outing with a young person/young people as well as key work sessions and LSIs (if young people agree).

Week 3 – should include the following:

- attend a children’s meeting (or alternative feedback method) with another member of staff - support and encourage the young people to engage in the meeting;
- shadow daily tasks (to include medication stock control and fire systems check/drill) as allocated in diary or in handover;
- lead a hand over;
- Update care plan in collaboration with buddy/keyworker and feedback in team meeting; and
- actively contribute to supervision and reflect on the policies review so far.

Week 4 - should include the following:

- work on shift including sleep in shifts;
- conduct key worker sessions and observe LSIs/BCAs with young people;
- discuss weekly jobs with supervisor; and
- book on relevant learning and development

Reflection

Reflect on your week. How have you found it? What have you learned? Is there anything you need to be clearer about?

Week 1	
Week 2	
Week 3	
Week 4	

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Induction programme chart blank *to be completed by supervisor and inductee*

Week commencing:

	Week 5	Week 6	Week 7	Week 8
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Guidance for month 2

Weeks 5 to 8 should include the following:

- undertake daily tasks as allocated in the diary and/or handover and shadow at professionals meeting;
- supervision to include setting appraisal targets and identifying relevant training;
- review the home's service improvement plan, discuss any suggested improvements with supervisor;
- lead a children's meeting (or alternative feedback method); and
- spend one day a week in another home to familiarise yourself with whole service.

Reflection

Section complete (please sign)

Manager:

Inductee:

Induction Booklet for Residential Staff

Induction programme chart blank *to be completed by supervisor and inductee*

Week commencing:

	Week 9	Week 10	Week 11	Week 12
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Guidance for month 3

Weeks 9 to 12 should include the following:

- identify specific areas of work in accordance with the care plans and risk assessments - such as keywork sessions;
- undertake daily tasks as allocated in the diary or in handover;
- present in team meeting on a topic agreed with supervisor, such as reflections on first few months in post;
- attend professionals meetings as lead worker;
- lead a shift and feed back to management through shift reflection; and
- spend on day a week in another home to familiarise yourself with whole service.

Review induction in supervision

Inductee's comments:
Manager's comments:

Section complete (please sign)

Manager:

Inductee:

Learning and development opportunities

The Workforce Development Team aims to make learning and development enjoyable, flexible, accessible and relevant, inspiring our children's workforce.

Please note:

This section should be used in conjunction with learning and development and individual passport.

Statutory and mandatory learning and development opportunities for apprentices, students, and volunteers

Course	Date booked	Inductee signature	Manager signature
Induction to Residential Services and workplace			
Fire safety			
Equality and diversity			
Introduction to working together to safeguard children and young people			
Information governance			
CSE			
Prevent			
Food hygiene - online			
TCI (without physical intervention)			
E-safety			

Induction Booklet for Residential Staff

Statutory and mandatory learning and development opportunities for Residential Practitioners

Course	Date booked	Inductee signature	Manager signature
Induction to Residential Services and workplace			
TCI 4-day - PALS			
Medication			
Introduction to working together to safeguard children and young people			
Food hygiene - online			
First Aid - PALS			
Prevent - online			
MOSAIC			
Restorative Practice - PALS			
Ligature release			
Risk assessment			
Self-harming behaviours			
Moving and handling (complex needs)			
Level 3 Diploma			
Fire Warden			
Information Governance			
Equality and Diversity			
CSE			
E-Safety			

Statutory and mandatory learning and development opportunities for senior residential practitioners

Course	Date booked	Inductee signature	Manager signature
Induction to Residential Services and workplace			
TCI 4-day - PALS			
Medication			
Introduction to working together to safeguard children and young people			
Food hygiene - online			
First Aid - PALS			
Prevent - online			
MOSAIC			
Restorative Practice - PALS			
Ligature release			
Risk assessment			
Safer Recruitment			
Moving and handling (complex needs)			
Fire Warden			
Information Governance			
Diploma Level 5			
Equality and Diversity			
CSE			
E-Safety			

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Statutory and mandatory learning and development opportunities for deputy managers

Course	Date booked	Inductee signature	Manager signature
Induction to Residential Services and workplace			
TCI 4-day - PALS			
Medication			
Introduction to working together to safeguard children and young people			
Food hygiene - online			
First Aid - PALS			
Prevent - online			
MOSAIC			
Restorative Practice - PALS			
Ligature release			
Risk assessment			
Self-harming behaviours			
Moving and handling (complex needs)			
Diploma Level 5			
Fire Warden			
Equality and Diversity			
CSE			
E-Safety			
Safer Recruitment			

Statutory and mandatory learning and development opportunities for registered managers

Course	Date booked	Inductee signature	Manager signature
Induction to Residential Services and workplace			
TCI 4-day - PALS			
Medication			
Introduction to working together to safeguard children and young people			
Food hygiene - online			
First Aid - PALS			
Prevent - online			
MOSAIC			
Restorative Practice - PALS			
Ligature release			
Risk assessment			
Self-harming behaviours			
Fire Warden			
Information Governance			
Equality and Diversity			
CSE			
E-Safety			
Safer Recruitment+			
Diploma Level 5			

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Notes



Notes

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Notes

A large, empty rectangular box with a black border, intended for taking notes during the induction process.

Children and Families Workforce Development Team

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