



Welcome to Lead Scotland

Specialists in Linking Education and Disability



Lead Scotland - Scottish charity no 003949. Company Ltd by Guarantee, registered in Scotland, 110186.

Lead Scotland, **Linking Education and Disability**
We support disabled people and carers to access learning.

We are a voluntary organisation, set up in 1979, and we support around 500 disabled people and carers to learn every year, face to face and via our helpline.

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We love learning, simple as that. It's our mission to work with **you** to find a way **you** can learn.

Our services are free to learners. We have a person centred approach, which means we listen to what you want. We also work with other agencies to find the best way of offering you a service.

What could lead offer you?



Please talk to our staff about any other questions that you may have. Our website has more information too, www.lead.org.uk



“It gave me the confidence to take the step to go to college to improve on my skills”

“With Lead Scotland I started to learn to be more positive which gave me the incentive to progress”

“Gave me the push to do what I have been thinking about doing for nearly 5 years”

Do you want to learn for fun, gain skills for work, or fulfil a lifetime ambition? Perhaps you have recently become disabled and you want to talk to someone about how to get back into learning? Perhaps you are a carer, wondering how you can learn, around your caring commitments.

- ✓ Talk to your Learning Co-ordinator about **what**, **how** and **when** you want to learn
- ✓ Find **practical** ways round barriers
- ✓ We will support you to talk to learning providers about **your specific requirements**
- ✓ **Support to learn** from our trained volunteers
- ✓ Gain access to our ICT home loan scheme
- ✓ Support to start learning in a way that **suits you**
- ✓ **Reviews to reflect** on how things are going

✓ **On average learners use our services for 6 to 9 months before moving on from Lead**

Expectations and respect



If you ever feel as if you have not been treated with respect by Lead staff or volunteers please use our complaints leaflet and contact us. Similarly, Lead Scotland may withdraw the service if we feel that our staff or volunteers are not treated with respect.

Lead Scotland's Smoke-free policy

We want to protect all staff, volunteers, learners and visitors from inhaling second-hand smoke.

Staff and volunteers have a right to work/volunteer in a smoke free place.



Please give our staff and volunteers a smoke-free visit in your home by:

- ✓ Not smoking during their visit
- ✓ Asking other people in the room not to smoke during the visit
- ✓ Airing the room before the visit (e.g. by opening a window)

Sources of support are Smokeline 0900 848484, www.hebs.com/tobacco or your local GP surgery.

Improving our services



You may be asked to give your opinions about our services. This may happen during and/or after you leave the Lead Project. We hope the learning from the research will benefit future learners.

Lead Scotland or an independent research company may carry out this survey. If it is an independent research company Lead will provide them with information about the course(s) you were studying, and your name and address, so that they can contact you direct. We would always ask you first if you are happy with this. If Lead Scotland is conducting the research survey we will contact you direct without passing your details on. This research enables Lead to continually improve the services it offers. An example of the feedback this research generates is displayed below:

“I’m 14yrs old and I’m a young carer. I love to hang out and go skateboarding with my friends and I also love acting. As much as I would love to do these things all the time, I am restricted to when I can do them because I’m a young carer. I help look after my mum and 2 little brothers. This usually includes tidying around the house, cooking the food, going shopping, doing dishes and so on. Of course this can get quite stressful at times – so I try to cope as best I can. I think it would be great to raise awareness about young carers because not a lot of people understand who they are and what they do. This can help other people who may be young carers but don’t realise it”.

How we manage your personal information



Staff and volunteers will treat your information as private. We store information securely (paper and computer files). Personal information may be shared within Lead Scotland. This will be on a need to know basis to provide effective services.

You have the right to ask to see any information that we keep about you. You may request that it is changed if you think it is inaccurate. The information will be destroyed when it is no longer necessary for us to hold it.

We would ask your permission if we wanted to share any of your personal information outside Lead Scotland. The only exception to this would be if we became aware that you or someone else is at serious risk, or is breaking the law. In that case the law says that we would have to share this information.

Our Complaints policy



Lead Scotland aims to provide a high quality, accessible service. We recognise that there may be times when we fall short of the standards we aim to achieve. All complaints are taken seriously and will be investigated.

How to complain about Lead Scotland's services

Who can complain?

Anyone can make a complaint, whether a learner, a volunteer or an external agency. If you need support, we can provide this (or you may choose someone else to help).

How do I complain?

If you are unhappy with our services, you can talk about the problem with a member of staff or the manager of that service. Complaints can often be dealt with by an explanation or apology. We hope that this informal approach will be adequate in most situations.

If you are not satisfied with the informal approach, you can complain to our Director in any format e.g. by letter, email, tape or telephone. Explain what or who you wish to complain about, and include any information you feel is relevant.

Please address your complaint to:

CEO,
Lead Scotland,
Napier University Merchiston Campus
14 Colinton Road,
Edinburgh,
EH10 5DT,

Tel: 0131 228 9441

How you can support Lead



Here at Lead we are always looking to widen our reach and support as many individuals as we can. However, to grow requires more funding. A conscious effort is being made here at Lead to fundraise, in turn enabling us to further link education and disability. Any support is welcomed by Lead!

If you fancy raising some much needed funds for Lead Scotland to allow us to continue supporting learners and carers across Scotland. Please visit our website or alternatively download our [fundraising pack by clicking here.](#)

This pack provides ideas as to how to raise funds and awareness for Lead Scotland. Towards the back of the pack there is a sponsorship form should you fancy carrying out a sponsored activity, a Money Return Form for any money raised and an eye-catching poster that you can be used to advertise any fund-raising endeavour undertaken.



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Contact details



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Your Learning Co-ordinators contact details (please fill in below):

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Follow us on Twitter: [@leadscot_tweet](https://twitter.com/leadscot_tweet)