

Welcome to Lead Scotland



Lead Scotland, **Linking Education and Disability**

Learners Welcome Pack

We are a voluntary organisation, set up in 1979, and we offer personalised learning, befriending, advice and information services.

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Welcome to Learning with Lead Scotland

We are the charity that love learning. 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.

Our staff are knowledgeable about **accessible technology** to ensure you get the most from the latest equipment available.

Lead Scotland can also offer **accredited qualifications**, please speak to your Learning Coordinator to find out more about this.

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

Lead Scotland's main office:

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525 Ferry Road
Edinburgh
EH10 5DT

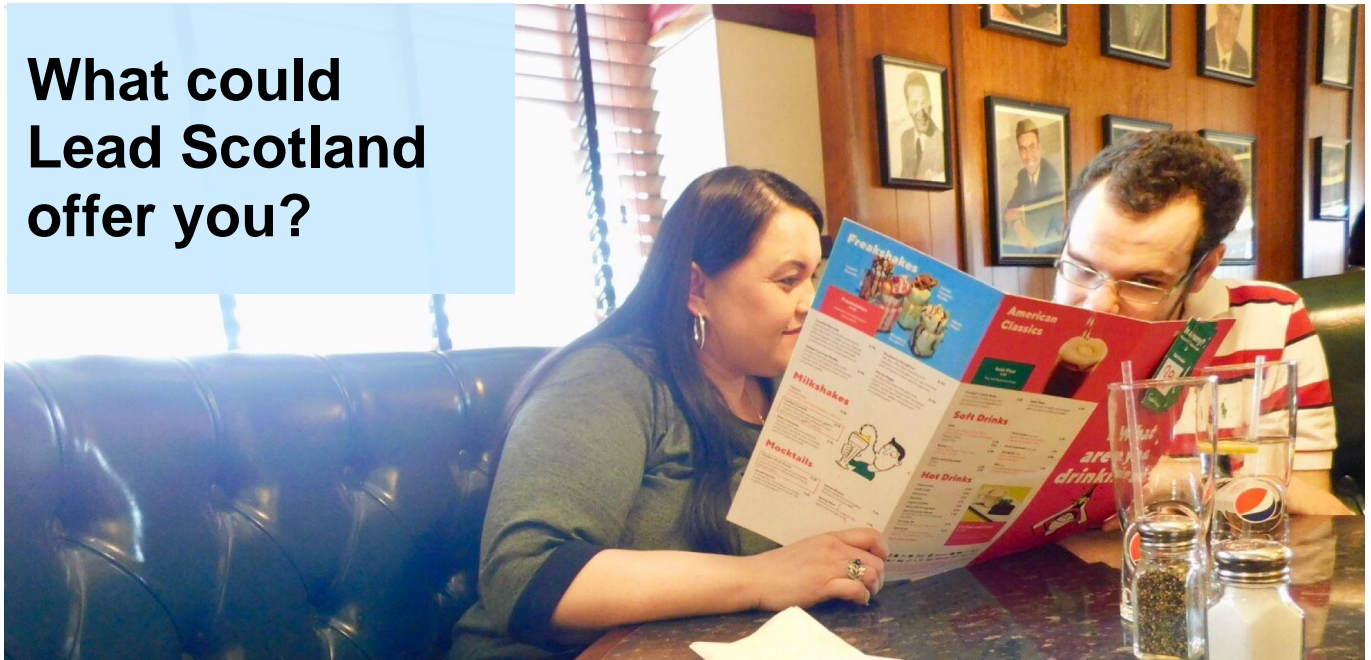
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'Like' us on Facebook at
www.facebook.com/likeleadscotland
Follow us on Twitter
[@leadscot_tweet](https://twitter.com/leadscot_tweet)

Charity number SC003949
Company Ltd by Guarantee,
registered in Scotland, 110186

Your contact at Lead Scotland:

What could Lead Scotland offer you?



Do you want to learn something new, 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? Whatever your circumstances, Lead Scotland can support your learning:

- Talk to your Learning Co-ordinator about **what, how** and **when** you want to learn
- We will support you to talk to learning providers about **your specific requirements**
- Find **practical** ways round barriers
- **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
- **Support to exit** Leads service into further learning, employment or volunteering
- **Remote and hybrid Support:** We offer our learning services remotely, or as a mix of remote and face to face to help you improve your skills, confidence and connect more with your community.

Our remote support is offered by telephone, or an internet connected device, and can be enjoyed in the comfort of your own home.

Expectations and Respect

- Lead staff and volunteers will respect you
- We expect you to respect our staff and volunteers

Please note that Lead Scotland may withdraw the service if we feel that our staff or volunteers are not treated with respect. Please speak to your contact or use our complaints leaflet to contact us if you feel you have not been 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 if you can (e.g. by opening a window)

Sources of support are Smokeline 0900 848484, [Quit smoking - NHS \(www.nhs.uk\)](https://www.nhs.uk) or your local GP surgery.

Improving our services

You may be asked to give your opinions about our services to help us improve. This may happen during and after you leave the Lead Project.

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.

Respecting 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.

As well as the project(s) offered in your area, Lead Scotland are a signposting service and can give you information about other local services and projects available. The Co-ordinator may be able to make a referral to another service but will always ask for consent before doing so.

We will always ask your permission about sharing 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.

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: Chief Executive Officer, Lead Scotland, 525 Ferry Road, Edinburgh, EH5 2FF.