



STEP BY STEP HOMES

TAKING ONE DAY AT A TIME

Induction programme

Version 4 – February 2026

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Our values

We are a values-based company and believe that working towards common goals and values will deliver a great outcome and culture to our business and young people. We need challenge ourselves and others each day to work within our values to achieve job satisfaction and career progression with Step by Step Homes.

- **Professionalism** – We will demonstrate the expected standards of behaviour and attitude in a work environment
- **Excellence** – We are dedicated to creating a culture where exceptional performance is the standard
- **Integrity** – We will uphold ethical standards and being honest in all professional interactions
- **Commitment & attitude** – We will take a situation and turned it around to our own and others benefit.
- **Respect** – We will treat colleagues, young people, and professionals with courtesy and consideration

Welcome information



Welcome to Step by Step Homes

This booklet is issued to help you understand the process of your probation period and to work together with your line manager, to successfully complete all the required induction goals.

Step by Step Homes Company Handbook can be found in Atlas and explains the organisational procedures, your entitlements, our expectations and what you can expect from Step by Step Homes as your employer. You should read and ensure you understand the Employee Company Handbook. Speak to your manager or HR if you need anything explaining.

There is also further training material provided which the course will cover, it can be used for reference during your employment.

Induction week 1

Induction Day 1			Induction Day 2			Induction Day 3		Owner	Induction Day 4		Owner	Induction Day 5
			Mandatory training									
Introduction and welcome	10.00 - 10.15	Trainer	From allocated bundle	10.00 - 12.30	Atlas	Professional boundaries & allegation workshop	10.00 - 12.00	Trainer	Understanding behaviour day 1	10.00 - 16.00	Trainer	Understanding behavior day 2
Role profile	10.15 - 11.15		From allocated bundle			Childrens Standards	12.00 - 12.30	Trainer				
Milage claim			From allocated bundle			Lunch	12.30 - 13.00					
Extra hours claim			Lunch	12.30 - 13.00		Clearcare Level 1	13.00 - 14.00	Trainer				1 day refresher
Staff paperwork and photo			Keywork overview	13.00 - 14.00	Trainer	My Day						
Shadowshifts			Clearcare overview	14.00 - 14.45	Trainer	Keywork						
Policies			Break	14.45 - 15.00		Menu planning						
Maintenance			Report writing	15.00 - 16.00	Trainer	Sharps check						
Visitor process						Fridge check						
On call						Medication stock check						
Break	11.15 - 11.30					Shadow shift	14.00 - 20.00	Home				
Company handbook	11.30 - 12.30	Trainer				Mandatory training	14.00 - 16.00	Atlas				
Lunch	12.30 - 13.00					From allocated bundle						
SOP	13.00 - 13.30	Trainer				From allocated bundle						
Childrens guide	13.30 - 14.30	Trainer				From allocated bundle						
Break	14.30 - 14.45											
Logins	14.45 - 15.15	Trainer										
Atlas												
Clearcare												
IT security/Spam												
Confidentiality statement/logo												
Break	15.15 - 15.30											
Whistle blowing policy	15.30 - 17.00	Reading										
Complaint policy		Reading										
Anti bullying		Reading										
Harmful sexualisation		Reading										
Safeguarding policy		Reading										
Confidentiality policy		Reading										

Times and days may vary but we will let you know during the course

Induction week 2

Induction Day 6			Induction Day 7			Induction Day 8		Owner	Induction Day 9		Owner	Induction Day 10
PACE		Trainer	PACE			Trainer	Atlas mandatory bundle	10.00 - 12.30	Trainer	Atlas mandatory bundle	10.00 - 12.30	Trainer
							Lunch	12.30 - 13.00		Lunch	12.30 - 13.00	
							Shadow shift	13.00 - 19.00		Shadow shift	13.00 - 19.00	
							Atlas mandatory bundle	13.00 - 16.00	Trainer	Atlas mandatory bundle	13.00 - 16.00	Trainer



Times and days may vary but we will let you know during the course

On the job training



- We will continue to train you through your induction and employment by way of.....
 - Mandatory online training
 - External training such Fire Marshall
 - In house training courses such as Behaviour Management incorporating restraint training (PPR) & PACE
 - Shadow shift training should involve completing a shadow shift monitoring form and discuss any issues or answer any questions you may have.
- You can complete your mandatory online training while in the home and have 2 hours per week allocated time to do this. Ask the Manager when time is available and if they have a laptop or PC you can use. You can bring your own laptop if you want to.

Working in the homes

Your first shifts will be shadowing experienced members of staff and following what they do, where things are and the fire safety procedure. You should be signed off for Shadow shifts 1 & 2 by a senior team member before leaving the home.

Take this time to get to know your home and ask questions if you are unsure of what is happening. Each home is different but follows the same processes and procedures.

You need to start reading Placement, Behaviour and Risk assessment plans as soon as you can and get to know the young people by having a simple chat. Ask the team to point out where any files are stored in the office but remember to log onto Qualis as an audit trail.

- If you are a permanent member of RSW or Deputy we will fit you into your core pattern as soon as we can as these shifts aren't left vacant.
- If you are a Bank RSW you will be able to pick up open shifts published by the Manager once your shadow shifts are completed.

For permanent RSW's and Deputies

2 weeks after your first shift your line manager will complete a Supervision & reflection with you.

Month 2 – Supervision & reflection meeting with line manager, including reviewing Qualis documents you have completed and discuss if any additional training is required.

Month 3 – Supervision and reflection meeting with line manager, including reviewing Qualis documents you have completed and discuss if any additional training is required. Line Manager will sign the first stage probation off at the 3-month stage. Supervision & reflection meetings will continue throughout your employment and full probationary sign off at 6 months will be agreed.

For Bank staff

There are individual supervision with a senior member of the team who will sign you out of probation is the same period of 6 months.

Shift patterns & Logins



- RSW Core shifts – 2 full days on and 4 full days off example - 10.00am Monday – 10:30am Wednesday
- Full day 10.00am – 11.00pm
- Waking Night – 10.00pm – 10.00am or advised by manager
- 1:1 – 10.00am – 11.00am

We will also release other open shifts as required on a daily basis. If you have availability, please let your Manager know

Visitors to the home



It is important that you log any visitors to the home in the communication book and ask them to sign in the Visitors book which should be available on entry into the home. All visitors without exception must be logged in and their identity verified by inspecting their company pass, please confirm by initialling the entry that you have verified them in the communication or visitors' book.

If you are unsure of any visitor to the home, please call The Manager in the first instance to see if they have made the arrangements.

Visitors may be the following :- (this is not an exclusive list)

Social Workers

Ofsted

Professionals such as advocates, police etc

Trades such as fire safety, electrician, plumber, handymen

Family members

IT Security



Please ensure that you complete the online training issued to you to understand the complex nature of this topic.

It is important that you keep all records confidential within the home and do not take anything home without authorisation and permission from the home manager. We do not expect that you need to update records from home, and all reporting work should be carried out whilst on shift.

It is important when using the company's equipment to keep it safe and be aware of opening links that have not come from a secure website or third party.

If you have issues with the work laptop or mobile phone the contact is IT Support (Wood itc) 0333 014 3470

If you have issues with Clearcare then you need to send a screen shot and email to

Please be vigilant with your own and company information

Additional information

Additional clothing – During shifts you will participate in different activities with our young people. You may want to have the below additional clothing available whilst at work:

- Walking boots/Wellies/old trainers' Waterproof coat/fleece
- Gym clothes/trainers
- Clothes for outdoor activities (please note these may get dirty/damaged)
- Change of clothing
- Hat, gloves, scarf
- Suitable swimming attire

If you are sleeping at the home, please bring your own bedding etc.

Addresses & Contact Details



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