

# Look Ahead people: Meet Yasmin

**Heads-up is created by and for Look Ahead customers, and every issue we use this section to get to know more about a staff member or customer. In this issue, we meet Yasmin, a former customer from our Cudworth Street service who now volunteers at our Head Office.**



Yasmine left her service in 2011 and in 2012 she started volunteering with Look Ahead. She first started with the Experts by Experience (EBE) Team where she helped to

set up and run our mental health awareness training.

Yasmin really enjoyed her time with the EBE team, but after three years she decided that she wanted to do something that would give her the chance to work more with customers so she joined the Quality Checkers Team. As a Quality Checker, Yasmin visited different Look Ahead services and spoke to staff and customers to get their feedback about how their service was being run.

As a former Look Ahead customer, Yasmin found that her own experiences helped her to see things from customers' perspective and to pass on their feedback to the team in Head Office. One of Yasmin's favourite parts of the role is sharing feedback; she told us, 'I never miss the chance to pass on good feedback. I don't think Support Workers get enough credit for the great work they do!'

Six months ago, Yasmin became our Quality Checker Champion which means she now also helps

to recruit other Quality Checkers. In the future, Yasmin is hoping to find paid work but in the meantime, she is enjoying her new role.

*Thank you, Yasmin, for volunteering with us for an amazing five years!*

## Become a Quality Checker

**Would you like to help inspect Look Ahead services like Yasmin?**

We are looking for a team of Quality Checkers to help us to monitor how our services are doing. As a Quality Checker, you will have the chance to visit different Look Ahead services and speak to staff and customers to get their feedback.

**If you would like to find out more about becoming a Quality Checker, speak to your Support Worker or email [quality@lookahead.org.uk](mailto:quality@lookahead.org.uk)**

**Have you done something amazing that you would like to share? Are you involved in your local service?**

If you would like to be the person we introduce in the next issue of Heads-up, let us know.

You can either send us an email with your details to [communications@lookahead.org.uk](mailto:communications@lookahead.org.uk) or call us on **0207 368 6972**.

June-July 2017



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# Heads-Up

This **customer newsletter** is the place to find out what's going on at Look Ahead

## 2017 Customer Celebration

**Wednesday 20th September at Coin Street in Waterloo.**

**In the last issue of Heads-up, we let you know about our 2017 Customer Celebration Event. We are very pleased to announce that we have now set the date and venue for this event and it will be taking place on Wednesday 20th September at Coin Street in Waterloo.**

The Customer Celebration event is a special event all about celebrating the fantastic achievements of you, our customers. A big part of the day will be our annual Customer Celebration Awards which celebrate our customers and their impressive achievements.

**There are six awards categories:**

- Made a difference locally
- Made a difference centrally
- Inspiration to others
- Contribution to the community
- Kindness (helping others)
- I can and I will

Anyone can nominate our customers for these awards so make sure you encourage your fellow customers, Support Worker and other staff in your service to get nominating.

If you know someone in your service that has achieved something impressive in the past twelve months make sure you nominate them for an award!

Everyone nominated for an award will be invited to the Customer Celebration event.

As well as the awards, the day will also feature a talk from an exciting guest speaker (more details coming soon!) and several fun and creative workshops to give you the chance to enjoy yourself and and try something new.

Some of our 2016 customer winners





Receiving their awards from Look Ahead CEO Chris Hampson are Rebecca Cory, Natalie Martin and Mohammad Kahn.

## Your 2017 Customer Choice Winners!

On Tuesday 27th June, we held our annual Staff Conference, where staff members from across our services come together to talk about what we have done in the past twelve months and what Look Ahead's plans are for the future.

For many people, the highlight of the day was our 2017 Celebrating Achievement Staff Awards, where we recognise the members of staff who have gone the extra mile in the past twelve months. We know that as our customers, you are the ones who get to see all of the amazing things our staff do every day and we want your feedback about who you think deserves an award. One way we do this is through our Customer Choice Award which is only open to nominations from customers.

This year we received over 40 nominations for the Customer Choice Award and our panel of former customers had a hard time choosing who should win.

Don't forget that all of our quarterly Staff Awards are also open to nominations from customers. If you would like to nominate a member of staff from your service, speak to your Support Worker or go to [www.lookahead.org.uk/compliments-and-complaints](http://www.lookahead.org.uk/compliments-and-complaints).

After reading through all of your nominations, our judges shortlisted three staff members:

- **Natalie Martin** from Frogmore Court
- **Mohammad Kahn** from Carolyn House
- **Rebecca Cory** from Bracknell Floating Support

Each of our shortlisted staff received great feedback in their nominations.

One customer described Natalie as *'one of the most inspirational people I have ever met'*. Mohammad was nominated by his customer's father who said *'he has been a great Support Worker for my son, he goes to great effort to be the best that he can'* and in her nomination, one customer said that *'no amount of words can show my appreciation to Rebecca'*.

All three received such amazing nominations that our judges decided they all deserved to win! Thank you to everyone who sent in nominations.

## Café Art – a social enterprise for people affected by homelessness

In 2012, Paul and Michael set-up Café Art to recognise and celebrate the talents of people affected by homelessness. Here Paul explains more about how Café Art works and how you can get involved.

Café Art was set up in 2012 to help people who have been who have been homeless and who are artists exhibit and sell their paintings in interdependent London cafes. The artists come from art groups run by homeless-sector organisations and charities all over London and the cafes are just as spread out across the capital.

Café Art's MyLondon photography project started in 2013 with the support of The Royal Photographic Society. The concept is simple: 100 people affected by homelessness are given disposable cameras and they have five days to photograph London.

The resulting photos are exhibited and 20 of them are chosen by judges for prizes. The top 13 go into an annual calendar which is sold by the project participants.



Artists involved in the project also earn money from the rental scheme 'Home Is Where the Art Is'. The first organisation to put up paintings and photographs was Homeless Link, the umbrella charity for all UK homelessness-sector organisations.

This year Look Ahead is hanging Café Art's paintings and photographs in its Westminster Head Office. Fifty percent of the profits from the rental go to the artists and the rest back into the project.

The goals of Café Art's projects are to empower people through art and connect them to the wider community. By showing their work the artists have been able to gain self-esteem and when it sells, to earn money from their work. They also aim to teach people about the issue of homelessness; by telling people's stories they believe they can challenge stigma and change perspectives.

Café Art is looking for more artists. It is free to display your art and Cafe Art will provide the picture frames. If your paintings sell in a cafe, Cafe Art will take 20% of the sale price to cover their costs.

If you would like to find out more about Café Art please visit [www.cafeart.org.uk](http://www.cafeart.org.uk) email [info@cafeart.org.uk](mailto:info@cafeart.org.uk) or find them on facebook [@cafeartforhomelessartists](https://www.facebook.com/cafeartforhomelessartists)



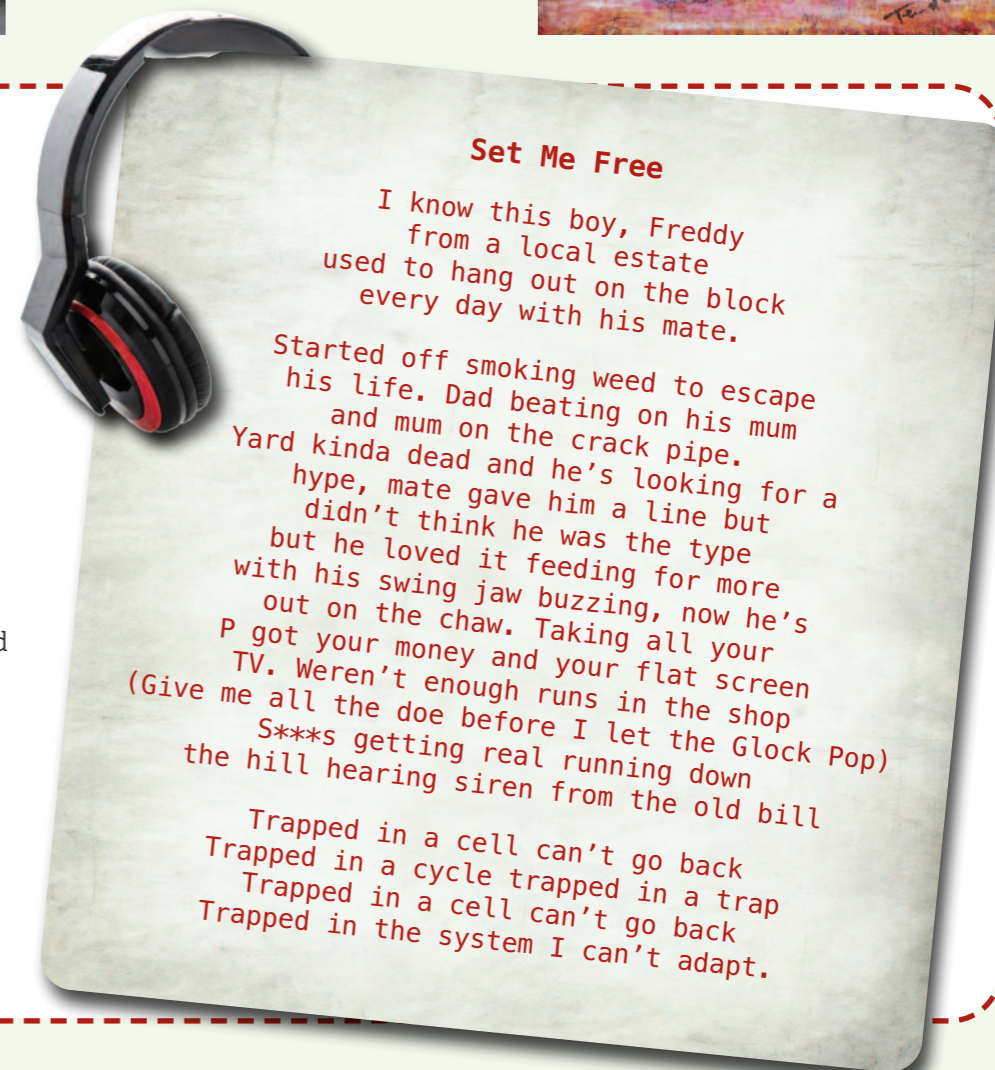
## Customers create a rap track

Recently, some of our customers in one of our young people's services in Kent had the opportunity to write and produce their own rap song.

The customers took part in a workshop hosted by Kent Music, a music education charity committed to providing music opportunities to individuals, schools and groups across Kent.

As part of the three hour workshop, customers received support from a tutor to write their own lyrics and a sound engineer who showed them how to record and produce their track. By the end of the three hours, the customers had produced two tracks they had written and produced themselves. (You can see some of the lyrics from one of these songs, called Set Me Free in the box on the right).

All the customers involved in creating the tracks are hoping to continue learning about music and developing their new found skills at the Kent Music Centre in Folkstone.



### Set Me Free

I know this boy, Freddy  
from a local estate  
used to hang out on the block  
every day with his mate.

Started off smoking weed to escape  
his life. Dad beating on his mum  
and mum on the crack pipe.  
Yard kinda dead and he's looking for a  
hype, mate gave him a line but  
didn't think he was the type  
but he loved it feeding for more  
with his swing jaw buzzing, now he's  
out on the chaw. Taking all your  
P got your money and your flat screen  
TV. Weren't enough runs in the shop  
(Give me all the doe before I let the Glock Pop)  
S\*\*\*s getting real running down  
the hill hearing siren from the old bill

Trapped in a cell can't go back  
Trapped in a cycle trapped in a trap  
Trapped in a cell can't go back  
Trapped in the system I can't adapt.