



Sitra training guide

March 2011 – September 2011

NO VAT
on Sitra training
courses




Welcome to your Sitra training guide: March 2011- September 2011

Sitra training aims to prepare and support organisations and individuals through the key challenges that we face in the evolving policy landscape. We will also continue to embed good practice around leading themes of personalisation and co-production, localism, collaboration, housing management, and care. This will make sure that we – our members, friends and the wider housing with care and support sector – continue to deliver on our commitment to promote positive outcomes for clients.

We are facing difficult times, yet at the same time we recognise that it is essential for organisations to maintain an investment in up-skilling individuals and teams. By developing your staff, you can help your organisation build capacity, to respond to challenges ahead robustly and confidently, and improve standards and the quality of service provision.

Saving you money

To help you to achieve your training objectives we have held our prices at last year's rates to ensure that we continue to offer you high quality training at cost effective prices. In addition, you can access many of our training discounts by joining our new e-network! You will be contacted automatically to find out if you want to join, but you can also email sarahk@sitra.org.

Throughout this brochure, you will notice that some training has been updated to reflect the very latest policy changes, as well as some brand new courses that we have developed in response to the evolving priorities of the sector. We have expanded our offerings around social care and housing management and, significantly, have introduced a number of courses that will help you and your organisation to cope with the cuts and the quest for ongoing efficiencies that are undoubtedly affecting us all. Look for this symbol 

New courses focus on strengthening business development approaches and include running a social enterprise, collaboration and partnerships, horizon scanning, understanding local decision making, working with volunteers, as well as a range of housing management and care focused sessions such as an introduction to care standards and working with people with complex needs.

Many of the courses that you see here can also be offered inhouse. So if you have six or more staff who you would like to deliver training to, contact us as this is going to be a more cost effective option for you. Remember, Sitra training remains VAT free.

Once again, we look forward to welcoming you at a Sitra training course and as always we are here to answer your questions and queries.

Kind regards

Sitra Training team

How to use this training guide

To help you to choose the course that is right for you, each course has been classified and streamed according to the type of delegate that it is aimed at. First, use the guide on page 3 to identify which stream best fits you in your current role. The tables on pages 4 and 5 indicate which courses are core for your level and which are recommended.

Throughout the brochure you will see that each course listing is followed by a colour coded key. This will tell you who this course is aimed at. Please note that recommended courses are a guide to suitability only and may be of interest to practitioners at other levels.

Book any three courses at the same time and receive a 10% discount

Latest training information on the website

Keep up to date with the latest training dates by visiting our website at www.sitra.org. We will be adding new courses to the programme in the coming weeks, and you will be able to access all information here.

Special promotions

Active discounts are now accessible online. If you are thinking of booking any training check our website at www.sitra.org to see if you can make any additional savings.

Sitra training recognition and accreditation

We have had confirmation from the General Social Care Council (GSCC) that social workers may choose to count Sitra courses towards the GSCC post-registration requirement to undertake 90 hours or 15 days of training which will advance their professional development over each three year period of registration.

Sitra is also an accredited trainer with Open College Network (OCN) and Institute of Leadership and Management (ILM). We are interested to hear from you about your accreditation/CPD requirements. Please call Sarah Kerridge on 020 7793 4713 or email sarahk@sitra.org if you would like to discuss this with us.



Sitra is part funded by the Department of Communities and Local Government (DCLG).



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Sitra streams

Stream 1

Courses suitable for new workers and those who have a limited knowledge of the housing with support and care sector. You will have recently entered the sector and will need to gain understanding of principles. These courses will provide a comprehensive introduction to the role and sector.

Participants attending stream 1 courses may not operate directly within the sector, but may wish to gain an understanding of how the sector operates and the key issues that it faces. These courses may also formulate a comprehensive induction programme and can be tailored to meet the requirements of individual organisations.

Stream 2

These courses are intended for practitioners with responsibilities for day to day implementation of good quality housing related support and care services. You will be floating support workers, key workers, accommodation-based staff and carers or similar.

Stream 3

These courses are suitable for those who have recently made the transition to a managerial role – a service manager or team manager, or for those who have entered the sector in a managerial position (in which case, may find some stream 1 and 2 courses suitable). You will be responsible for managing a team of frontline staff.

Stream 4

Experienced managers and those with responsibility for the strategic direction of the organisation. You will be responsible for ensuring that your service is compliant with current contractual, legislative and good practice requirements and for responding to changes in the operating environment. You may also be looking at new business opportunities.

Stream 5

These courses are intended for people in contract monitoring, commissioning or performance management roles in local authorities and other public bodies. They may be officers or managers in supporting people teams or similar.

‘Excellent trainers that combine theoretical knowledge with good practical hands on experience’.

Robert Purcell, CEO, East Herts YMCA

Stream 1

Courses suitable for **new workers** suitable as part of an induction programme

Stream 2

Courses suitable for **frontline staff**, also suitable as refresher courses for managers

Core courses:

Equality and diversity	P8
Health and safety 1	P9
Housing support: The basics	P10
Personal safety and professional boundaries	P7

Assessment and person-centred support planning	P6
Client risk assessments	P6
Client engagement: Making it a reality	P6
Health and safety 2	P9
Personal safety and professional boundaries	P7
Safeguarding young people and vulnerable adults	P9

These courses are also recommended

Personalised floating support	P7
Housing Benefit	P12
Introduction to the new social care standards – NEW	P16
Managing rent arrears – NEW	P10
Rent and service charges – REVISED	P10
Safeguarding young people and vulnerable adults	P9
Understanding and measuring outcomes through client support	P12
Welfare benefits and tax credits: Update on the changes and refresher	P12

Advanced assessment and person-centred support planning	P6
Debt management	P12
Domestic violence awareness and practical support – NEW	P7
Equality and diversity	P8
Equality Act 2010	P8
Equality Impact Assessments	P8
Housing Benefit	P12
Introduction to the new social care standards – NEW	P16
Managing and recruiting volunteers – NEW	P13
Managing rent arrears – NEW	P10
Managing tenancies and licences	P10
Mental health awareness and young people – NEW	P16
Moving into management	P15
Personalisation in practice	P7
Personalised floating support	P7
Quality assessment framework (QAF)	P11
Rent and service charges – REVISED	P10
Service users as volunteers – NEW	P13
Supported housing law: An update – NEW	P10
Understanding and measuring outcomes through client support	P12
Welfare benefits and tax credits: Update on the changes and refresher	P12
Working with people with complex needs – NEW	P16
Working with elderly clients: Mental health issues – NEW	P16

'My team has always commented on your organisation's dynamic approach to designing and delivering these events. They are also well organised and run and attract a wide range of participants, which brings added value.'

Natalia Lachkou, Oxfordshire supporting people

Stream 3

Courses suitable for **new managers** or frontline staff moving into management

Client engagement: Getting the thinking right	P6
Equality and diversity for managers	P8
Equality Act 2010	P8
Equality Impact Assessments	P8
Good financial management	P13
Health and safety for managers	P9
Moving into management	P15
Personalisation in practice	P7
Quality assessment framework (QAF)	P11
Supported housing law: An update – NEW	P10

Stream 4

Courses suitable for **experienced managers**

Collaboration and partnerships – NEW	P13
Client interviewing and quality assurance	P11
Client engagement: Getting the thinking right	P6
Client engagement: Making it a reality	P6
Equality Act 2010	P8
Equality Impact Assessments	P8
Outcome-based accountability	P11
QAF: Monitoring and evaluation of services	P11
Peer assessment against the QAF	P11
Taking personalisation forward – NEW	P7
Understanding local decision-making structures – NEW	P14

Stream 5

Courses suitable for **LA commissioning and monitoring staff**

Collaboration and partnerships – NEW	P13
Client Interviewing and quality assurance	P11
Outcome-based accountability	P11
QAF: Monitoring and evaluation of services	P11
Taking personalisation forward – NEW	P7
Resource allocation systems – NEW	P8
Understanding local decision-making structures – NEW	P14

Advanced assessment and person-centred support planning	P6
Assessment and person-centred support planning	P6
Collaboration and partnerships – NEW	P13
Client interviewing and quality assurance	P11
Client engagement: Making it a reality	P6
Client risk assessments	P6
Debt management	P12
Domestic violence awareness and practical support – NEW	P7
Floating support for managers	P7
Introduction to the new social care standards – NEW	P16
Managing and recruiting volunteers – NEW	P13
Managing tenancies and licences	P10
Marketing your service	P14
Moving into management – part 2	P15
Outcome data workshop for providers – NEW	P11
Peer assessment against the QAF	P11
Performance management	P15
QAF: How to write a case study – NEW	P12
QAF: Interviewing staff – NEW	P12
QAF: Monitoring and evaluation of services	P11
Rent and service charges – REVISED	P10
Safeguarding young people and vulnerable adults	P9
Service users as volunteers – NEW	P13
Setting up a Social Enterprise – NEW	P14
Staff supervision and appraisal	P15
Taking personalisation forward – NEW	P7
Tendering for services	P14
Train the trainer	P9
TUPE: A guide for managers	P14
Understanding local decision making structures – NEW	P14
Working with people with complex needs – NEW	P16

Advanced assessment and person-centred support planning	P6
Client interviewing and quality assurance – NEW	P11
Equality and diversity for managers	P8
Debt management	P12
Floating support for managers	P7
Good financial management	P13
Horizon scanning with Sitra – NEW	P13
Health and safety for managers	P9
Introduction to new social care standards – NEW	P16
Managing and recruiting volunteers – NEW	P13
Managing tenancies and licences	P10
Marketing your service	P14
Moving into management – part 2	P15
Outcome data workshop for providers – NEW	P11
Performance management	P15
Personalisation in practice	P7
Quality Assessment Framework (QAF)	P11
QAF: How to write a case study	P11
QAF: Interviewing staff	P12
Rent and service charges – REVISED	P10
Resource allocation systems – NEW	P8
Safeguarding young people and vulnerable adults	P9
Service users as volunteers – NEW	P13
Setting up a Social Enterprise – NEW	P14
Staff supervision and appraisal	P15
Supported housing law: An update – NEW	P10
Tendering for services	P14
Train the trainer	P9
TUPE: a guide for managers	P14
Working with people with complex needs – NEW	P16

Horizon scanning with Sitra – NEW	P13
Housing support: The basics	P10
Good financial management	P13
Managing and recruiting volunteers – NEW	P13
Marketing your service	P14
Peer assessment against the QAF	P11
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Safeguarding young people and vulnerable adults	P9
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Staff supervision and appraisal	P15
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Train the trainer	P9
TUPE: A guide for managers	P14

Co-production and service delivery

These courses are designed to support organisations moving towards an ethos of delivering personalised services and engaging clients at all levels of their organisations.

Advanced assessment and person-centred support planning **QAF**

(formerly Advanced assessment and support planning)

7 September 2011, London

Building on the themes highlighted in the Assessment and person-centred support planning course, this course will enable experienced frontline staff and line managers to enhance their existing skills in the assessment and support planning process. Drawing on case studies, delegates will explore effective assessment techniques that facilitate new ways of working with hard to reach client groups. Participants will also consider:

- How to support service users in evaluating their own skills and competencies
- Effective support planning methods
- The ethos of motivational interviewing.

Price: Sitra members £135
Non members £195

Trainer: Colin Dyson

Stream 2

Stream 3

Stream 4

Assessment and person-centred support planning (2 days) **QAF**

(formerly Assessment and support planning)

24-25 March 2011, London

8-9 June 2011, London

Ideal for frontline staff and first line managers who are new or relatively inexperienced in support work, this session will equip delegates with the confidence and skills needed to provide effective individualised services to clients. Topics include:

- Identifying and measuring outcomes
- Working within the principles of data protection
- The requirements of the Supporting People framework
- The importance of user empowerment and involvement.

Price: Sitra members £275
Non members £380

Trainer: Erica Osei

Stream 2

Stream 3

Client engagement: Getting the thinking right **QAF**

8 March 2011, London

16 June 2011, London

All of the current regulatory guidance for housing, care and support emphasises the importance and value of informing, consulting and involving people who use services in order that an organisation can evidence responsive, person-centred, quality services. Involvement work needs to be seen as a partnership between people who work in an organisation and the people who use the services.

This course will describe the regulatory context and challenge you to find ways to embed client involvement in your organisation. It will also provide you with a range of proven mechanisms that will change your organisation.

- How can your organisation ensure its service delivery is genuinely client/user focused?
- How can you build client involvement into the planning, development and delivery of services?
- What skills and values does your organisation need?

The day has been co-designed and will be co-delivered by Augusto Monteiro who has experience of using housing and support services.

Price: Sitra members £135
Non members £195

Trainer: Jane Garnham and Augusto Monteiro

Stream 3

Stream 4

'Excellent, the use of service user as tutor was outstanding'

Delegate, Client engagement: Getting the thinking right

Client engagement: Making it a reality

31 March 2011, London

4 July 2011, London

As a frontline worker or first tier manager you are central to the client's experience of the service. The ways in which you communicate with, listen to, gather feedback and involve people has an enormous impact on whether people feel satisfied with the service and whether you can demonstrate it's effectiveness. This one day course will look at:

- How involvement changes relationships
- Starting with the person
- Models to involve
- Practical initiatives you can take to build involvement.

The day has been co-designed and will be co-delivered by Augusto Monteiro who has experience of using housing and support services.

Price: Sitra members £135
Non members £195

Trainer: Jane Garnham and Augusto Monteiro

Stream 2

Stream 3

Stream 4

Client risk assessments **QAF**

8 March 2011, Birmingham

28 September 2011, London

The session will provide frontline staff and first time managers with a strong grounding in the knowledge and information needed to carry out client risk assessments within a housing with support setting. This course is practically based and has opportunities for discussion and information exchanges around good practice. This course relates to the new QAF. Topics will include:

- Understanding risk assessment and management in relation to housing related support
- The benefits of assessing and managing risk
- Procedures for assessing and managing risk
- Good practice in recording and disseminating client information.

Price: Sitra members £135
Non members £195

Trainer: Roger Barton

Stream 2

Stream 3

QAF

Indicates these courses relate to the revised QAF standard

Domestic violence awareness and practical support

1 July 2011, London

NEW

With two women dying each week in the UK at the hand of a violent partner, awareness of domestic violence and our role in being able to intercede are vital. This course, aimed at all frontline workers and their managers will provide a sound and helpful introduction and will cover:

- What is domestic violence?
- Impact of domestic violence on women and children
- Barriers and equality issues
- Our role
- Confidentiality
- Multi-agency working
- Sources of help.

Price: Sitra members £135
Non members £195

Trainer: Roger Barton

Stream 2

Stream 3

Floating support for managers

2 March 2011, London

8 September 2011, London

Intended for floating support team leaders and managers, participants will develop an awareness of best practice in managing floating support staff and effective methods of monitoring and evaluating services. It will explore:

- Methods for monitoring and evaluating floating support services
- Issues in managing floating support staff
- How to effectively involve service users.

Price: Sitra members £135
Non members £195

Trainer: Karen Patten

Stream 3

Stream 4

Personalised floating support

13 September 2011, London

Aimed at frontline staff, this course will help you to deliver floating support effectively. Participants will discuss:

- How floating support differs from other supported housing provision
- The role and tasks of floating support workers
- Good practice in assessment and support planning
- Lone working and safe working practices
- Closing cases effectively.

The impact of personalisation and what implications this has for support planning and how staff engage with service users.

Price: Sitra members £135
Non members £195

Trainers: Nigel Keir

Stream 1

Stream 2

Personalisation in practice

11 April 2011, London

1 June 2011, Birmingham

This one-day course provides managers and frontline staff with an opportunity to consider how personalisation may affect their service and how to start planning for change with practical advice on how to transform services in order to give service users more choice and control.

The course will cover:

- An introduction to personalisation: background and direction of travel
- What individual budgets are and how they work: definitions and terminology
- The impact of personalisation on clients/service users, providers, Supporting People funding and different service types, Commissioners
- How your organisation can prepare for personalisation.

Price: Sitra members £135
Non members £195

Trainer: Karen Patten

Stream 2

Stream 3

Stream 4

Personal safety and professional boundaries

9 March 2011, London

21 July 2011, London

The course aims to develop awareness of issues related to potentially challenging situations, within the context of professional boundaries. A range of techniques and skills will be covered on the course, to enable attendees to deal with such situations if and when they arise. The course will cover:

- Why boundaries are important and who is affected by them
- Roles and responsibilities of employers and employees
- How to identify risks of boundary violation
- Good practice in maintaining positive professional boundaries
- How good, clear professional boundaries help prevent or deal with challenging behaviour
- Practical exercises in defusing threatening situations
- Dealing with challenging behaviour
- Behaviour change versus behaviour management
- Where to go to raise concerns or gain support.

This is an introductory level course, suitable for all workers, especially those new to the sector who have direct contact with vulnerable people and/or those who work in potentially challenging environments.

Price: Sitra members £135
Non members £195

Trainer: Kevin O'Doherty

Stream 1

Stream 2

Taking personalisation forward

15 June 2011, London

21 June 2011, Newcastle

NEW

Ideal for managers, commissioners and others interested in developing some of the skills and tools necessary to push forward the greater personalisation of your services, this course builds on the Sitra personalisation project and the report published in the autumn of 2010. It will look beyond the policy towards practical issues around the vision and management, how to convert block contracts into more personalised delivery mechanisms, what a Housing Related Support RAS (Resource Allocation System) looks like, workforce development, pricing and costing your services to make them attractive to your clients/customers, and remaining financially viable in a more personalised market place.

Topics will also include:

- Individual Budgets
- Direct Payments
- Individual Service Funds
- Core and Flexi Services
- Landlord Agent and Commissioner arrangements
- Outcomes, quality and monitoring including safeguarding
- Staffing issues including the use of Personal Assistants.

Price: Sitra members £135
Non members £195

Trainer: Colin Robertson

Stream 3

Stream 4

Stream 5

Personalisation

Contact us to find out about a suite of courses on Personalisation that can be delivered inhouse.

Email: inhouse@sitra.org

Legislation and regulation

Equality impact assessments (half day) **QAF**

6 June 2011 (am), London

This half day course will look at equality impact assessments, a tool for assessing the impact of changes to your work or new services on your diverse clients and staff. It is a new expectation at level B in the Quality Assessment Framework (QAF). While public sector agencies will already be using this impact tool it will be new to many housing and support providers and charities. Topics include:

- What is an equality impact assessment
- How to carry out the assessment process including gathering information and making a judgement
- Techniques for involving staff in the process
- Eliminating or reducing the impact of changes.

This course relates to the QAF and Care Quality Commission (CQC) regulations.

Price: Sitra members £80
Non members £110

Trainer: Deborah Berger

Stream 2

Stream 3

Stream 4

Equality Act 2010 (half day) **QAF**

6 June 2011 (pm), London

The Equality Act came into law in October 2010. The new Act clearly affects public sector agencies but also housing providers, especially around reasonable adjustments for disabled people and organisations restricting their service to certain groups (such as services solely for older people or immigrants).

The Act aims to reform 40 years of previous laws around equality and brings in new public sector duties. Topics covered include:

- Overview of the new Equality Act 2010
- How the Act relates to housing and support providers
- New public sector duties, including socio-economic inequalities
- What changes you need to make.

This course relates to the QAF, Tenant Services Authority (TSA) standards and CQC regulations.

Price: Sitra members £80
Non members £110

Trainer: Deborah Berger

Stream 2

Stream 3

Stream 4

Delegates wishing to book both half-days can do so at the Sitra day rate:

Sitra members: £135
Non members £195

Equality and diversity **QAF**

10 June 2011, London

The course will develop participants' understanding of equality and diversity issues and equip them with an understanding of legislation and good practice, including the new Equality Act 2010. The course will also help all participants to reflect on their own organisation and operations. Topics will include:

- The statutory and regulatory framework
- Good practice in service delivery
- Equality actions in the QAF
- Promoting equality for all.

Price: Sitra members £135
Non members £195

Trainer: Modupe Bell

Stream 1

Stream 2

Equality and diversity for managers **QAF**

19 July 2011, London

Designed for new managers or those who require a refresher, this course will equip participants with an understanding and knowledge needed to operate a quality service within current legislation and good practice, including the QAF. Participants will consider:

- The statutory and regulatory framework
- The new Equality Act 2010
- Reviewing and implementing equality and diversity policies
- Good practice in service delivery.

Price: Sitra members £135
Non members £195

Trainer: Modupe Bell

Stream 3

Stream 4

Resource allocation systems

5 April 2011, London

12 May 2011, York

If you want to understand how a housing related resource allocation system could work well – and how it could go badly wrong – this course is for you! The event aims to share what has been learned from the development of the Supporting People Resource Allocation System (SP RAS) and give participants insight into the issues and processes involved.

The Department for Work and Pensions has worked with the Department of Communities and Local Government, In Control and Sitra to develop tools for a SP RAS for use by the eight Right to Control Trailblazer sites.

The SP RAS materials were published in August 2010 and can be used now by any local authority because there are no laws stopping other authorities from introducing a RAS before the Right to Control pilots end in 2012.

This session is of interest to:

- Local authority Supporting People teams and adult social care transformation teams that want to understand whether and how to include Supporting People funding in a RAS
- Support providers that want to understand how RAS design could affect what happens to funding currently used for housing related support services.

Price: Sitra members £135
Non members £195

Trainer: Mark Goldup

Stream 4

Stream 5

NEW

Sitra is endorsed by the DCLG as a training provider for the revised QAF



Health and safety 1

QAF

14 September 2011, London

A good understanding of health and safety legislation is an essential requirement for all staff if organisations are to comply with the law and avoid accidents. This day is most suitable for new staff as part of their induction but also serves as a refresher for frontline staff. Participants will:

- Develop a basic understanding of health and safety legislation
- Know what health and safety assessments should be in place
- Understand the process of health and safety assessment
- Know what infectious diseases might present a risk, and what precautions should be in place.

Price: Sitra members £135
Non members £195

Trainer: Eileen Speight

Stream 1

Health and safety 2

QAF

15 September 2011, London

Suitable as a follow on course from Health and Safety 1 or as a stand alone course for frontline staff, this course will enable participants to:

- Undertake a risk assessment.
- Undertake a COSHH assessment
- Become familiar with the fire safety requirements
- Draw up an action plan.

Price: Sitra members £135
Non members £195

Trainer: Eileen Speight

Stream 2

Health and safety for managers

QAF

20 July 2011, London

This essential course for managers focuses on the implementation, evidencing and monitoring of health and safety policies for organisations and staff. It will help participants to:

- Understand the roles and responsibilities of health and safety
- Understand how health and safety links into other legislation
- Understand the significance of health and safety policies and procedures and how to produce them
- Know how to audit their own organisation's health and safety and undertake a risk assessment
- Be able to draw up a health and safety action plan.

Price: Sitra members £135
Non members £195

Trainer: Eileen Speight

Stream 3

Stream 4

Safeguarding young people and vulnerable adults

QAF

4 May 2011, London

This introductory course will provide frontline staff and first line managers with the knowledge needed to identify and respond to issues of abuse. It is particularly relevant in the light of the QAF and the changes to the Independent Safeguarding Authority. Topics include:

- Reporting concerns
- Identifying abuse
- The role of the local authority
- QAF requirements and compliance.

Price: Sitra members £135
Non members £195

Trainer: Adam Knight-Markiegi

Stream 1

Stream 2

Stream 3

Stream 4

Stream 5

Key to Streams

Stream 1 - Courses suitable for new workers suitable as part of an induction programme

Stream 2 - Courses suitable for frontline staff, also suitable as refresher courses for managers

Stream 3 - Courses suitable for new managers or frontline staff moving into management

Stream 4 - Courses suitable for experienced managers

Stream 5 - Courses suitable for LA commissioning and monitoring staff

Train the trainer

22-23 September 2011, London

Building on your existing experience, the course offers a wealth of information, ideas and practical assistance with developing, designing, delivering and evaluating training courses for internal and external audiences. Your confidence and knowledge in delivering training will improve considerably.

The course will cover:

- How adults learn and their learning styles
- How to identify learners skills and take steps in filling any gaps
- Basics of communication skills including non-verbal communication
- Anti-discriminatory practice in training
- The difference between training and facilitating
- Presenting learner-centred training programmes
- How to evaluate training.

Price: Sitra members £275
Non members £380

Trainer: Colin Dyson

Stream 3

Stream 4

Stream 5

Housing management

Housing support: The basics

QAF

26 September 2011, London

Aimed at new workers and those with little or no knowledge of housing related support (HRS), this course will show how the supporting people framework impacts on the way frontline staff deliver housing related support services. The course will provide a basic overview of the regulatory context and the implications for service delivery.

The course will include:

- Overview of the housing related support funding and monitoring regime
- How the housing related support framework is implemented locally
- Relating the quality standards of the QAF to the participant's current practice
- Identify the participant's role in delivering quality services
- Importance of service user involvement in delivering quality services.

Also suitable for those who do not work directly in this area, but require understanding of the principles.

Price: Sitra members £135
Non members £195

Trainer: Lucy Woodbine

Stream 1

Stream 5

Managing rent arrears

NEW

27 September 2011, London

This course is aimed at frontline staff to provide them with an overview of good practices in relation to dealing effectively with rent arrears for current and former tenants.

The course will cover the following areas:

- The implications of rent arrears
- Good practice in preventing arrears
- Negotiating agreements to pay
- Preparing notices and possible Court outcomes.

Price: Sitra members £135
Non members £195

Trainer: Sue Baxter

Stream 1

Stream 2

Managing tenancies and licences

16 May 2011, London

26 May 2011, Newcastle

Designed for frontline staff and managers new to housing or requiring a refresher, this session will enable staff to navigate the law relating to tenancies and licences and will facilitate the understanding of the rights and responsibilities of landlords and tenants or licence holders. Topics will include:

- The legal properties of different types of occupancy agreements
- Which agreements are used in housing with support
- The role of the Tenants Services Authority (TSA)
- What terms are appropriate to use in an occupancy agreement
- How to terminate occupancy agreements
- The law and good practice in managing abandonment and former tenant belongings.

Price: Sitra members £135
Non members £195

Trainer: Sue Baxter

Stream 2

Stream 3

Stream 4

Rent and service charges – REVISED

12 September 2011, London

Participants will gain an overview and understanding of the organisational impact of rents and service charges in the supported housing sector.

We encourage staff and managers involved in calculating, setting and managing rents and service charges, and also to those who need to understand how rents and service charges impact on their work to attend this session. The course will cover:

- The legal background to setting rents and service charges
- The rent restructuring framework and its impact on supported housing
- The relationship between budgeted costs and service charges
- The impact of rents and service charges on the landlord and agent relationship.

Price: Sitra members £135
Non members £195

Trainer: Deborah Berger

Stream 1

Stream 2

Stream 3

Stream 4

Stream 5

Supported housing law: An update

NEW

7 June 2011, Newcastle

20 June 2011, London

The law relating to supported housing is complex, not least because many organisations are seen as a hybrid between private providers and public bodies. Over recent years statute case law has sought to define the housing responsibilities of providers in the light of human rights, disability and vulnerability. This course aims to equip providers in understanding recent changes and the impact this will have on their services. The course will cover:

- The current legal framework for housing provision
- Case law defining when providers may be classed as public bodies and the implications of this
- How clients' age, disability and vulnerability impact on housing delivery
- The rationale for ensuring that decisions made in eligibility and exclusions are proportionate and how to achieve this.

We recommend that you attend managing tenancies and licences or have a working knowledge of housing law in order to gain maximum benefit from the course.

Price: Sitra members £135
Non members £195

Trainer: Sue Baxter

Stream 2

Stream 3

Stream 4

Stream 5

**'An excellent course –
a first class trainer with full
product knowledge and very clear
and informative delivery'**

Delegate, Managing tenancies and licences

Quality and standards

Client interviewing and quality assurance – **REVISED**



25 May 2011, London

Suitable for staff responsible for gathering information or feedback from clients/service users as a way of assessing the quality of service provision, this course will cover:

- How and when to use focus groups to enable maximum participation
- Understanding the value of peer auditing
- How to design and collate client friendly questionnaires
- The difference between structured and semi structured interviews and when to use which
- Obstacles/barriers to participation and how to overcome these
- How to motivate clients and ask appropriate questions.

This course will be co-facilitated by someone with direct experience of living in supported housing in order to gain their valuable insight.

Price: Sitra members £135
Non members £195

Trainer: Sarah James and Co-facilitator

Stream 3

Stream 4

Stream 5

Outcome-based accountability

14 July 2011, London

Demonstrating outcomes has become a critical requirement of evidencing the need for and the value of both long and short-term housing related support services. This course aims to bust outcomes jargon, help participants recognise the importance of accounting for services within an outcome-based framework and demonstrate how both quantitative and qualitative outcomes can be established. Participants will learn:

- What is an outcome and its relationship to inputs and outputs?
- Identifying what outcome(s) a service is designed to achieve and how to demonstrate its attainment
- The need for robust data sources to evidence the impact of services and the outcomes achieved
- How quantitative data provides a starting point to assess the qualitative elements that support it
- Analysis of the Centre for Housing Research (St Andrew) data and utilising the detail rich information this provides.

Price: Sitra members £135
Non members £195

Trainer: Sue Baxter

Stream 4

Stream 5

Outcome data workshop for providers (half day)



8 April 2011 (pm) London



It is important that providers can explain and understand the data which they are submitting and what it demonstrates to commissioners, their clients and funders.

This course is for providers to understand how they can use the Supporting People Client Records and Outcomes data more fully. It will couple the data analysis with practical examples of how to make the data user friendly, and will allow providers to discuss with one another data examples and how they currently use data. Further, providers will be able to put in place a action plan of how to use the data in the future for service development. The session will demonstrate:

- How to access the data
- How to use the data to self assess your service
- How to benchmark against other services or areas, and finally
- What the data demonstrates about the service.

Price: Sitra members £80
Non members £110

Tutor: Lucy Woodbine

Stream 3

Stream 4

Quality Assessment Framework



5 May 2011, London

11 May 2011, Birmingham

This one day course provides a broad overview and gives participants an opportunity to become familiar with the core changes and to think about how the QAF will apply to the services provided. It will also explore how information will be gathered by commissioners and potential changes in requirements to both gather and present evidence. The course will cover:

- An overview of the core objectives
- How the QAF will be assessed
- Exploration of core themes running throughout all standards
- An update on supplementary objectives.

Price: Sitra members £135
Non members £195

Trainers: Lucy Woodbine or Adam Knight-Markiegi

Stream 2

Stream 3

Stream 4

Stream 5

QAF: Monitoring and evaluation of services



7 July 2011, London

This course is essential for all local authority review officers and those interested in self-assessment of their organisation's services. It will give participants the chance to think about how the new framework will change the way services are reviewed and highlight good practice. The course will cover:

- The new grading system for the QAF
- Approaches to gathering evidence
- Using the new tools for assessing evidence and final grades
- Exploring good practice
- Capturing and assessing evidence.

Price: Sitra members £135
Non members £195

Trainer: Lucy Woodbine

Stream 3

Stream 4

Stream 5

Peer assessment against the QAF (half day)



9 May 2011 (pm), London

This short course is essential for providers and local authority review officers wanting to add value to their assessment processes by involving clients as peer assessors. Designed to provide insight and prepare participants to lead client involvement, the course covers:

- Adding value through peer assessing,
- Good practice for client involvement,
- How to monitor against the QAF with peer assessing.

Price: Sitra members £80
Non members £110

Trainers: Joe Whitaker and David Wright

Stream 3

Stream 4

Stream 5

Quality and standards

QAF: how to write a case study (half day)

QAF

17 May 2011 (am), London

This course is for providers who are submitting evidence for the QAF. A case study provides valuable evidence for the QAF, as it demonstrates to validation officers the valuable work the service carried out. Case studies should be used to complement submitted policies and procedures. In order for a case study to be effectively used, it must illustrate the strengths of the service.

This course will equip delegates with the following:

- When to use case studies to illustrate work
- How to write a case study
- Using case studies to involve all members of staff in the QAF.

Price: Sitra members £80
Non members £110

Trainer: Lucy Woodbine

Stream 3

Stream 4

QAF: interviewing staff (half day)

QAF

17 May 2011 (pm), London

A key aspect of the QAF for validation officers and internal quality assurance officers is ensuring that the staff who deliver the service are able to demonstrate how they deliver it. The course will equip delegates to:

- Be able to develop questions to assess services
- Understand the different ways a question is asked will result in different responses
- Use questioning to assess managers and frontline staff.

The QAF will be used as the illustrative example for this course, however, this course would also be useful for any person who carries out a contract monitoring role.

Price: Sitra members £80
Non members £110

Trainer: Lucy Woodbine

Delegates wanting to book both half day events on the same day can do so at the day rate.

Price: Sitra members £135
Non members £195

Stream 3

Stream 4

Stream 5

Understanding and measuring outcomes through client support (formerly known as QAF: outcomes for frontline staff)

QAF

15 March 2011, London

13 July 2011, London

This practical course helps frontline staff understand the importance of outcomes and demonstrates how they can be recorded to meet the Supporting People Quality Assessment Framework (QAF) and Key Performance Indicators (KPIs). Participants will be taken through a journey to learn the following:

- What is an outcome?
- The importance of outcomes from a government and strategic perspective
- How outcomes should be written down in support plans
- What housing related support is in relation to direct and non direct staffing
- Understanding the need to have wider social inclusion and work with other agencies to deliver.

Price: Sitra members £135
Non members £195

Trainer: Jayne Hellowell

Stream 1

Stream 2

Welfare benefits and debt management

Debt management

18 July 2011, London

This course is aimed at frontline staff and managers who work with clients with debt problems and will cover the following areas:

- Identifying budgeting problems and helping service users with budget plans
- When and where to get further help involving specialists
- Discussing systematic debt reduction strategies
- Identifying priority debts
- Negotiating with creditors
- Clarifying bankruptcy and other insolvency proceedings
- Dealing with debts in the courts and bailiffs' powers.

Price: Sitra members £135
Non members £195

Trainer: Stephen McCaig

Stream 2

Stream 3

Stream 4

Housing Benefit

26 May 2011, London

This course aims to provide basic knowledge and understanding of Housing Benefit and to enable frontline workers to help tenants through the process and maximise their entitlement. The course will cover:

- Dates of claim and payments
- Advice on filling in forms and instructing on what proof is needed
- How much rent is covered by Housing Benefit and how it is calculated
- Links with other benefits to maximise Housing Benefit
- The impact of doing paid work
- Backdating claims
- Responding to decisions to recover overpayments
- Claiming discretionary housing payments.

Price: Sitra members £135
Non members £195

Trainer: John Shortridge

Stream 1

Stream 2

Welfare benefits and tax credits: Update on the changes and refresher

13 May 2011, London

This course is ideal for frontline staff with some prior awareness or working knowledge of the benefits and tax credits systems and aims to refresh and update participants' overall knowledge of these. Topics include:

- A refresher of rules for Tax Credits and of the main benefits found in the system
- Incapacity Benefit and Migration to Employment Support Allowance
- Disability Living Allowance and the proposal to replace it with the Personal Independence Payment
- Changes to the ESA descriptors and rules on appealing
- Impact of the Comprehensive Spending Review
- Proposals for restructuring the benefit system to create a single working age benefit
- State Pension reforms
- Proposed changes to Tax Credits and the Social Fund.

Price: Sitra members £135
Non members £195

Trainer: John Shortridge

Stream 1

Stream 2

A number of courses have been designed to help individuals and organisations to cope with spending cuts and the drive for greater efficiency. Look for this symbol:



Leadership, management and enterprise

Collaboration and partnerships (half day)

12 May 2011 (pm), London
17 May 2011 (pm), Bristol
24 May 2011 (pm), Birmingham



This half day session will provide an introduction to the options for collaborative working in both service delivery and "back office" resource sharing, reviewing the range of partnerships models and the risks and opportunities they may offer. It will enable staff to assess their own organisation's position and consider the potential for partnerships with others, focusing on:

- Current policy drivers for collaboration
- Contractual options for partners in service delivery
- Partner selection and risk assessment
- Partnerships for resource sharing, options and priorities.

Price: Sitra members £80
 Non members £110

Trainer: Glynis Sampey

- Stream 3
- Stream 4
- Stream 5

Good financial management (2 days)

29-30 March 2011, London
20-21 September 2011, London



Suitable for non financial managers and committee members, this two day course is designed to provide a rounded and accessible introduction to key aspects of financial management. Good financial management helps to identify and manage financial risk, and contributes to an effective and stable organisation. Participants will work on a number of practical exercises which will enable them to have a more confident understanding of the different financial tools and reports required in an organisation. Participants will learn how to produce and use the key financial tools for good financial management. Areas covered include:

- Key financial risks
- Producing a budget
- How a cash flow works
- How to interpret management accounts
- Understanding Audited Accounts.

Price: Sitra members £275
 Non members £380

Trainer: Deborah Berger

- Stream 3
- Stream 4
- Stream 5

Managing and recruiting volunteers (half day)

12 July 2011 (am), London



The Government's vision of the Big Society coupled with the drive to get people off benefits and into work, will impact on organisations in a number of ways. In order to support providers in developing their services in line with this agenda, Sitra has developed two new half day courses specifically on volunteering.

The housing support and care sector will be seen as an ideal environment for volunteering opportunities. Harnessing the energy of volunteers can enhance an organisation but also brings responsibilities. This course will explore:

- Recruiting and managing volunteers
- Safeguarding and protecting from abuse
- Possible pitfalls and how to avoid them.

Price: Sitra members £80
 Non members £110

Trainers: Sue Baxter and Modupe Bell

- Stream 2
- Stream 3
- Stream 4
- Stream 5

Service users as volunteers (half day)

12 July 2011 (pm), London



This course will enable participants to support their service users into volunteering activities and to make the most of effective use of these opportunities. The course will cover:

- Preparing Service users for volunteering
- Identifying appropriate opportunities
- Supporting service users gain maximum benefit through their volunteering.

Price: Sitra members £80
 Non members £110

Trainers: Sue Baxter and Modupe Bell

Delegates wanting to book both half day events on the same day can do so at the day rate.

Price: Sitra members £135
 Non members £195

- Stream 2
- Stream 3
- Stream 4
- Stream 5

Horizon scanning with Sitra (half day)

18 May 2011 (pm), London



Strategic thinking about your organisation's direction and its environment is essential to good business planning and achievement of your goals, but managers juggling strategic and operational responsibilities can struggle to find the space for the horizon scanning needed to keep up with fast changing policy and political agendas.

This half day session provides an opportunity for management staff responsible for their organisation's business plans to come together with Sitra Policy team members to share knowledge and experience of current and emerging policy directions and influences. We will review the developments likely to inform current "PESTs" and "SWOTs" and their impact on services and clients. Content will be tailored to the time and participants but will include issues such as:

- The commitment to personalisation across health, social care and support
- Government policy on recovery from recession and welfare spending cuts
- What localism means in practice
- Joined up commissioning or diverse markets
- Competition and collaboration
- Measuring social value, outcomes and payment by results.

Price: Sitra members £80
 Non members £110

Trainer: Glynis Sampey

Streams 4 and 5

- Stream 4
- Stream 5

Leadership, management and enterprise

Marketing your service

10 May 2011, London



Current threats of reductions in spending on public services make it essential that both commissioners and providers of housing, care and support services know how to communicate the benefits of their services to all their stakeholders. This course will enable participants to develop their approach to marketing and publicising services to a wide audience.

The course will cover:

- Identifying who are your key stakeholders and what type of information is compelling to them
- How to present different forms of evidence to support your messages
- Using a range of methods to publicise services – from events to youtube
- Producing a marketing/publicity strategy.

Price: Sitra members £135
Non members £195

Trainer: Sue Baxter

Stream 3

Stream 4

Stream 5

Setting up a Social Enterprise

13 June 2011, London



Interest in Social Enterprises – businesses run for social purposes – is growing. In a difficult economic climate, research shows this sector continuing to expand and thrive. This course enables you to consider whether a social enterprise approach would work for you. We will review:

- What defines a social enterprise
- Does your current organisational practice support or hinder your potential to develop services for new clients and new markets or retain current business
- What governance and operational structures work for social enterprises
- Stages in the process – making and managing change
- Possible sources of funding.

Price: Sitra members £135
Non members £195

Trainer: Deborah Berger

Stream 3

Stream 4

Remember to keep checking the website www.sitra.org for latest information about new courses and events.

Tendering for services: prepare and present successful tenders (2 days)



23-24 May 2011, London

This course aims to equip senior staff of organisations who have to put together competitive bids for services with the skills and knowledge they need.

The first day focuses on:

- The policy and regulatory framework for public sector commissioning and procurement
- The factors influencing decisions to bid partnership models such as consortia and sub-contracting
- Issues in costing and pricing bids
- Preparation for tendering.

On the second day participants review pitching and presentation skills. They then work in small groups on preparing their team's tender before presenting their proposals for evaluation.

Price: Sitra members £275
Non members £380

Trainer: Deborah Berger

Stream 3

Stream 4

TUPE: A manager's guide to the risks relating to TUPE in winning and losing contracts



11 July 2011, London

The course aims to provide staff with clarification and guidance on the Transfer of Undertakings.

The course will cover:

- A review of the TUPE regulations
- The TUPE issues to consider when tendering or bidding for services
- Practical issues to consider for services when transferring staff
- Best practice in managing the TUPE process.

The course is suitable for managers who have responsibility for commissioning and/or negotiating contracts.

Price: Sitra members £135
Non members £195

Trainer: Bola Sowoolu

Stream 3

Stream 4

Stream 5

'Great that it was specific to housing/care'

Delegate, Marketing your service

Understanding local decision making structures

5 July 2011, London



The acceleration of localism and the fast changing local landscape mean it is essential for providers to understand the 'who and how' of local decision-making. This course assists staff to engage with and influence those structures who commission housing related support particularly the role of those responsible for individual and public health. The course will enable participants to:

- Demystify local decision making processes
- Appreciate how local needs are identified and priorities set
- Understand the role of local strategic partnerships including health and well being boards
- Be aware of how to engage with health, for example, GP commissioning and Foundation Trusts.

Price: Sitra members £135
Non members £195

Trainers; Sue Baxter and Daphne Ingham

Stream 3

Stream 4

Stream 5

ILM courses

Sitra brings you ILM approved courses. We have been developing our management training courses and can now offer you four courses that have been approved and will be certificated by the Institute of Leadership and Management (ILM). These courses can also be offered inhouse. Trainees automatically gain access to ILM online resources.



Moving into management (2 days)



3-4 March 2011, London
5-6 September 2011, London

This course provides an overview of the operational and strategic tools available for individuals to manage staff more effectively on a day to day basis and at organisational level. By the end of the two days, participants will have developed new skills to enhance their confidence and abilities. Topics covered will include:

- Attributes of a successful manager
- Theoretical perspectives on management
- Identifying a preferred style and using a range of other styles and approaches
- Strategic planning and achieving goals
- Team building and motivational skills.

Price: Sitra members £350
Non members £430
Trainer: Sarah James

Stream 2

Stream 3

Performance management



17 June 2011, London

The course is aimed at managers, supervisors, team leaders and senior members of staff who are involved in the management of other people's performance in the workplace. It will give participants:

- The skills and confidence to tackle performance management effectively,
- An understanding of the process of managing performance as a tool for helping people to improve their day to day performance.

Price: Sitra members £195
Non members £260

Trainer: Bola Sowoolu

Stream 3

Stream 4

Stream 5

Staff supervision and appraisal (2 days)



22-23 June 2011, London

Designed for managers who are involved in supervision and appraisal processes within their organisations, this course will:

- Give participants an opportunity to consider their own role in the supervisory and appraisal process
- Highlight possible courses of action that may be undertaken when presented with staffing problems
- Increase participants' knowledge and confidence in using supervision, appraisal, grievance and disciplinary procedures.

Price: Sitra members £350
Non members £430

Trainer: Sarah James

Streams 3,4 and 5

Stream 3

Stream 4

Stream 5

Moving into management – part 2



29-30 September 2011, London

The course delves further into how an individual's attitudes, management style, skills and abilities impact on the people and organisations they manage. The bottom line remains improving work performance, and this course encourages participants to look truthfully at the contributions made in creating effective opportunities for staff to learn, develop and succeed in the work place.

This course is suitable for those who have attended Moving into Management.

Price: Sitra members £350
Non members £430

Trainer: Colin Dyson

Stream 3

Stream 4

Managers:

Please see these courses also, situated in other sections:

Equality and diversity for managers – page 8

Health and safety for managers – page 9

Floating support for managers – page 7

QAF courses – pages 10, 11, 12 and 13

'A very enjoyable experience, well-delivered and to the point'

Delegate, Staff supervision and appraisal

Key to Streams

Stream 1 - Courses suitable for new workers suitable as part of an induction programme

Stream 2 - Courses suitable for frontline staff, also suitable as refresher courses for managers

Stream 3 - Courses suitable for new managers or frontline staff moving into management

Stream 4 - Courses suitable for experienced managers

Stream 5 - Courses suitable for LA commissioning and monitoring staff

Social care

Introduction to the new social care standards

6 April 2011, London

13 April 2011, Birmingham

14 April 2011, York

19 May 2011, Bristol

This course aims to give housing related support and care providers an overview of the new Care Quality Commission (CQC) standards required under the Health and Social Care Act 2008 and will demonstrate how the new requirements can be met. The course will:

- Outline the background to the introduction of the new CQC standards
- Give an overview of the essential regulations of quality and safety and their associated outcomes
- Describe how the CQC monitors compliance with the standards
- Explain the Quality Risk Profile and how it is used in monitoring services
- Explore how providers can evidence compliance with the new standards
- Explain how the CQC can enforce compliance with standards
- Describe some good practice examples
- Describe briefly how the CQC and QAF standards relate.

Price: Sitra members £135
Non members £195

Trainer: Jane Ward or a Sitra Policy Officer

Stream 1

Stream 2

Stream 3

Stream 4

NEW

Mental health awareness and young people

19 September 2011, London

This one day training course is vital for staff providing care and housing and support services but would also act as awareness raising for anyone who has contact with young people as part of their work. The course will provide an overview to supporting young people with mental health issues including substance misuse. Delegates will learn:

- To understand and recognise the different types of mental illness including self-harm and obsessive compulsive disorder
- To recognise the link between mental illness and drug and alcohol misuse
- To identify key areas of risk in delivering support services
- To understand statutory and legal responsibilities
- What to do in a crisis situation.

Price: Sitra members £135
Non members £195

Trainer: Iris Nutting

Stream 2

NEW

Working with people with complex needs

11 May 2011, London

People working in the fields of health, social care, supported housing and related areas are increasingly called upon to provide care and support to individuals with a variety of complex and multiple needs. This provides challenges and requires providers not only to have a good understanding of the manner in which these needs may manifest themselves but more importantly strategies for improving quality of life and optimising outcomes for these individuals.

This one day course supports participants to gain the requisite knowledge and skills. It will also enable them to access and make best use of available resources when caring for people with complex needs.

After completion of this course, the participant should be able to:

- Define complex needs
- Identify individuals with complex needs
- Appreciate how some of these needs may render an individual vulnerable or at risk
- Understand how risk can be identified, managed and minimised
- Formulate culturally appropriate strategies for managing complex needs individuals in a variety of settings
- Know the current and emerging policy on supporting people with complex needs
- Be aware of, and able to access resources (community, health, and social) that can be used to improve quality of life and optimise recovery band outcomes for customers.

Price: Sitra members £135
Non members £195

Trainer: Dr Ruth Ohlsen

Stream 2

Stream 3

Stream 4

NEW

Working with elderly clients: Mental health issues

29 June 2011, London

5 July 2011, Bristol

This course is designed for frontline workers who provide care and support for elderly people and their carers, particularly clients with dementia. The course aims to give delegates a sound grounding in the following areas:

- An understanding of major mental illnesses affecting older people
- An ability to identify the main concerns in providing support services for older people including lifestyle changes and bereavement
- An understanding of care in the community and resources available to support older people
- Legal aspects including Mental Capacity and Mental Health legislation
- How to implement effective support plans for elderly people.

Price: Sitra members £135
Non members £195

Trainer: Iris Nutting or Tony Cousins

Stream 2

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	5	Working with elderly clients: Mental health issues	Tony Cousins	Bristol	16
	7	QAF: Monitoring and evaluation of services	Lucy Woodbine	London	11
	11	TUPE: A manager's guide	Bola Sowoolu	London	14
	12	Managing and recruiting volunteers – NEW (half day) (am)	Sue Baxter and Modupe Bell	London	13
	12	Service users as volunteers – NEW (half day) (pm)	Sue Baxter and Modupe Bell	London	13
	13	Understanding and measuring outcomes through client support	Jayne Hellowell	London	12
	14	Outcome-based accountability	Sue Baxter	London	11
	18	Debt management	Stephen McCaig	London	12
	19	Equality and diversity for managers	Modupe Bell	London	8
	20	Health and safety for managers	Eileen Speight	London	9
	21	Personal safety and professional boundaries	Kevin O'Doherty	London	7
September	5-6	Moving into management	Sarah James	London	15
	7	Advanced assessment and person-centred support planning	Colin Dyson	London	6
	8	Floating support for managers	Karen Patten	London	7
	12	Rent and service charges – REVISED	Deborah Berger	London	10
	13	Personalised floating support	Nigel Keir	London	7
	14	Health and safety 1	Eileen Speight	London	9
	15	Health and safety 2	Eileen Speight	London	9
	19	Mental health awareness and young people – NEW	Iris Nutting	London	16
	20-21	Good financial management	Deborah Berger	London	13
	22-23	Train the trainer	Colin Dyson	London	9
	26	Housing support: The basics	Lucy Woodbine	London	10
	27	Managing rent arrears – NEW	Sue Baxter	London	10
	28	Client risk assessments	Roger Barton	London	6
	29-30	Moving into management – part 2	Colin Dyson	London	15

This guide highlights courses taking place between March and September.

For a full list of courses that we offer, please contact us on 020 7793 4713 or email lanal@sitra.org

About Sitra

Sitra recognises this is going to be an extremely difficult year for everyone involved in housing, care and support. This is why we have focused on developing an outstanding membership package to meet your needs. It combines the vital information and advice that you rely on Sitra for, with extended money saving offers and free access to a range of essential benefits. On top of that we have frozen our membership rates for the second year.

Our close links with providers, commissioners, policy makers and funders means that Sitra is well placed to lobby for positive change and make our members' voices heard – both at a local and national level. Through events, workshops, research and direct work with central and local government, service users, providers and commissioners we will continue to champion excellence in housing, support and care – focusing on strategic engagement, personalisation, procurement and commissioning practice. As the policy framework for the new Government comes into sharper focus, the information and support from Sitra will support you in understanding the impact of changes on you, your organisation and most importantly, the service users you work with. If you want to keep abreast of the changing world and to have access to the skills and knowledge to tackle the new environment head on, then join Sitra now.

Sitra membership

Sitra members receive discounts on all training courses and conferences. If you are not sure if your organisation is a member or not and you need to check, or if you require more information about joining, please email post@sitra.org

The 2011 membership package delivers enhanced savings:

New benefits for 2011:

- 50% discount voucher on any one day training course or conference place
- Free access to *CIH practice online: Supported Housing Online Manual*
- Produced in partnership with Sitra and providing up to date and wide ranging information on the sector. You will receive free access for all staff – representing a saving of £99 plus VAT
- Free membership of Procurement for Housing. This free membership represents a saving of between £50 and £950 (tiered rates dependent on size) and enables access to a wide range of framework agreements – including stationery, catering, equipment, staffing and building supplies.

On-going benefits:

- Significant member discount on Sitra services, including public and inhouse training courses, conferences and consultancy
- Sitra bulletin: 10 issues of our membership magazine packed with valuable housing, care and support news plus monthly e-news
- Exclusive access to information and professional advice including NJC scales
- Free events and special offers for members throughout the year
- Free advice and support through our email helpline.



What we can do for you

Whatever your enquiry, we will work creatively with you to find a solution to the problem your organisation is facing. We provide tailor made, project based and on-going consultancy and capacity-building services at affordable prices. These are examples of work that we can do to improve your organisation's effectiveness:

- Support the delivery of personalised services in a rapidly changing market place
- Develop strategies and action plans to strengthen and improve the quality of your services
- Help you to understand health and housing links how this is relevant to your organisation
- Support your organisation to deliver in the commissioning process as a commissioner and as a provider
- Work with you to review how you deliver an equality framework, valuing the diversity of your customers and stakeholders
- Carry out research to better inform your strategic approach
- Draw up effective user involvement strategies, guiding you to put in place creative and flexible approaches that involve service users from the outset and truly put the service user at the heart of all you do
- Strengthen your ability to demonstrate that your services are relevant, meet local strategic priorities and represent value for money
- Construct business plans and put in place business risk, financial and management accounting systems and practices to secure the financial health and long term survival of your organisation
- Put in place health and safety systems and practices which meet current best practice, legal and regulatory requirements
- Carry out mock validation visits to measure your services against the new Quality Assessment Framework (QAF)
- Combine packages of support to your organisation to achieve your objectives such as consultancy, inhouse training and membership benefits.

Contact: consultancy@sitra.org

“Your help in the writing of the tender was invaluable and we are all certain that without your help the outcome may not have been so positive” INLINE on their successful bid to carry out the floating support for young people

Sitra is part funded by the Department of Communities and Local Government (DCLG).



Contact us:

For more information, contact Sitra on 020 7793 4710 or go to www.sitra.org

Sitra courses are also available inhouse

Sitra can help you enhance staff performance and career development opportunities, achieve best practice, and attract and retain valuable staff.



If you have six or more staff requiring training on a particular topic, it may be more economical to arrange the training at your venue. The majority of the courses listed in this guide, plus many more can be tailored for your needs.

Please download the inhouse flyer from the website www.sitra.org for a full list of available courses or email inhouse@sitra.org

Inhouse training offers you:

- Control over course subject, content and style
- Flexibility to select when and where courses take place
- Personalised training tailored to your service area, learning preferences and experience
- Experienced trainers with in-depth knowledge of the subject areas
- Cost effective training for a fraction of the price of group bookings on a public course
- Greater input into course content, in order to meet the needs of your organisation, staff and service users
- Better interaction and effective learning - because all relevant employees will learn together, there is more scope for them to interact, which can lead to more effective learning during and after the course.

Sitra training – the cost effective, flexible option to training your staff team

Shared training

Only a few staff members to train? Why not offer places on your inhouse course to local partners to encourage networking and share the cost?

As lead client you can sell places on to other organisations, so sharing costs and cutting travel times for staff.

We'd be happy to talk to you about how you can set this up.

Get in touch by emailing inhouse@sitra.org

“We have used some of the same Sitra trainers for many years which is an indication of how much we value them. It has always been possible to discuss the content of the inhouse training with the trainer to ensure that it is geared specifically for our own needs.”

“It encouraged lots of inter organisational discussion which enabled sharing of tips and knowledge.”

“This was a very ‘role specific’ training course which makes it all the more informative and useful!”

“The trainer was very aware of our issues and concerns and answered vital questions accordingly.”

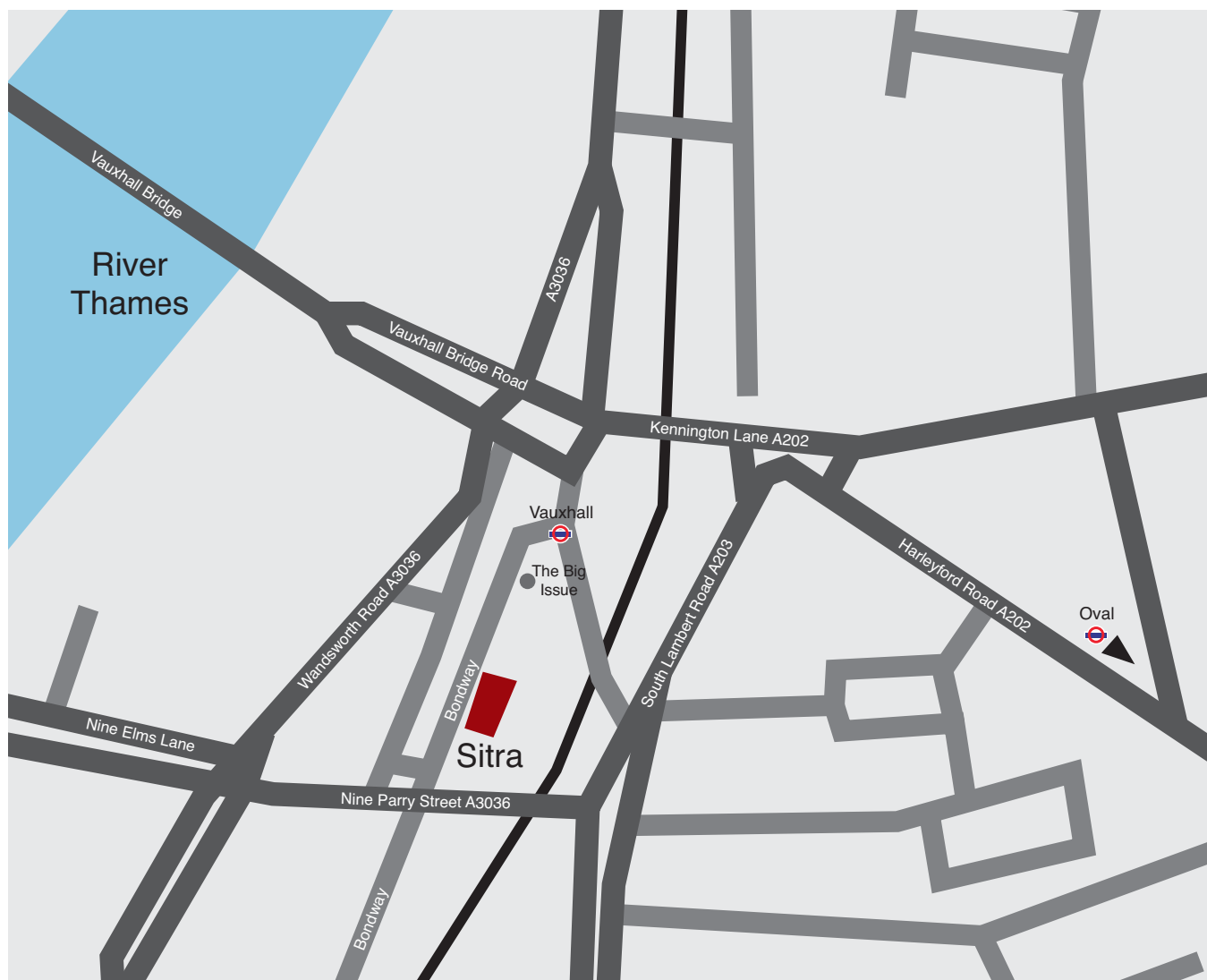
“It gave us lots of ideas and ‘food for thought’ to implement changes.”

“A very interesting and useful course - it enlightened me in my role and future employment.”

Contact us

For more information, contact Sitra on 020 7793 4713 or at inhouse@sitra.org

How to find us



Sitra HQ 3rd Floor 55 Bondway London SW8 1SJ

Tel: 020 7793 4713

Fax: 020 7793 4714

Email: lanal@sitra.org

Underground

Victoria line to Vauxhall

Exit from the 'Bondway' exit, and turn right at the top of the steps. You should see a large bus station – this is Bondway. Pass the Big Issue offices on the corner by Starbuck's and keep walking down the left hand side. Sitra is no 55, about 50 metres down before you reach the major road crossing.

Northern Line to Oval

Turn left and walk straight up Harleyford Street past the Oval cricket ground then carry on up Harleyford Road. This is a ten minute walk or short bus ride on the 185 or 36, alighting at Vauxhall bus station.

National Rail

Southwest Trains to Vauxhall from Waterloo and Clapham Junction.

Buses

2, 36, 77, 87, 88, 156, 185, 344, 360 and 436 all stop in and around Vauxhall. The building is located opposite bus stop J.

Unless otherwise stated, London-based courses will be held at at Sitra HQ.

For details of Regional venues, please visit the website at www.sitra.org

Booking information

Terms and conditions

Booking a course

All bookings must be received in writing. Book online at www.sitra.org, or alternatively photocopy this page, write your request clearly, one booking form per person, and either fax to 020 7793 4714 or post the form(s), retaining a copy for your records to Lana Lewis, Services Administrator, Sitra, 3rd Floor, 55 Bondway, London SW8 1SJ. Please remember to add a purchase order number if you are booking training for local authority staff, or your booking will not be confirmed.

Acknowledgement

We will send you a confirmation email and other relevant details including a map when we receive your booking. You will normally receive this within 5 working days, please email lanal@sitra.org or contact us by post.

Cancellations

All cancellations must be made in writing. Course fees will be refunded (minus a £50 administration charge) if you cancel a place more than 15 working days before the course. If 15 working days or fewer notice is given, the full fee will be charged. No exceptions will be made should a delegate fall ill or have an emergency which causes them to have to cancel their place on any Sitra training or event; it is highly recommended that an alternative delegate is sought by the booking organisation. Sitra will not be liable in any case of unforeseen occurrence in which cancellation or postponement of a training course or event is the result. We reserve the right to charge a £50 administration fee for any booking transfers.

Important note

This booking form constitutes a legally binding contract. Sitra reserves the right to amend course details as necessary or cancel courses in the event of unforeseen circumstances. In the event of Sitra cancelling a course, we will endeavour to re-run the course at a later date or offer a full refund. However Sitra disclaim any further liability and will not refund any expenses incurred, for example, travel costs, accommodation or lost property.

Venues

London courses are held at Sitra HQ, for regional courses see our website for details. If you have any special requirements, please contact us as soon as possible to discuss these on 020 7793 4713.

Refreshments

Lunch, with vegetarian options as standard, will be provided on all full day courses. Let us know if you have any special dietary requirements and we will do our best to meet these. All events, including half day courses will be catered with light refreshments on arrival and during breaks.

Smoking

Smoking is not permitted in training rooms or within our training venues. Each venue will have its own policies on areas where smoking is permitted.

Discounts

- If you book any three courses at the same time you will receive 10% discount.
- A 20% discount is applicable for small member organisations with 10FTE or less.

Booking form Please use block capitals

Course details

Course title

Date

Venue

Participant details

Mr/Mrs/Miss/Ms/Other

Forename

Surname

Job title

Email

Organisation details

Send invoice to

Name

Address

Postcode

Phone

Fax

Special requirements

e.g. vegetarian, wheelchair access, sign language, induction loop

Promotional code:

Cost of course

Please invoice me

I enclose a cheque for £ .00

20% discount applicable for small organisations with 10 FTE or less (members only).

All course prices are stated at the bottom of each course description throughout the guide.

Purchase order no.

(compulsory for local authorities)

Sitra member Sitra non-member

Cost of course £ .00

Cost for organisations with 10 or fewer FTE staff (members only)

£ .00

Confirmation: You will be sent a confirmation email with a location map and course information as soon as your booking form has been processed. This is normally within 5 working days.

By submitting this booking form you are making an agreement to abide by the booking terms and conditions.

Signature

Date

How did you find out about this course?

From this training guide Sitra bulletin Mailed flyer

E-mailer Website Attending another Sitra training course

Other (please state): _____

Become a member

To take advantage of the services that Sitra provides at discounted rates, why not become a member?

You will receive our regular **bulletin** that is widely recognised as a key source of technical information and policy development news throughout the housing with care and support sector. The bulletin is received by all Sitra members. To find out how to become a Sitra member go to page 20.

Sitra bulletin

In a rapidly changing world, can you afford not to have your own copy of the Sitra bulletin delivered directly to your desk?

To order, contact the Membership Administrator on 020 7793 4710.

Recruiting staff?

With a growing circulation, the Sitra bulletin is well placed to advertise your recruitment vacancies.

The bulletin reaches specialist staff working within the housing with support and care sector. It has countrywide coverage and offers discounted advertising rates to Sitra members. For more information on placing an advert, call 020 7793 4713.



'Sitra Training is excellent. Everyone from Signposts who has attended your courses finds them informative, well-constructed, easy to understand and - above all - extremely well-catered!'

Cherry Aquitane, Support Worker, Signposts (Luton)

E-Network

Hear about new events and access training offers by joining our e-network. To find out more email sarahk@sitra.org

Sitra champions excellence in housing, support and care

Sitra is a membership organisation providing leadership, influencing policy through expertise, promoting best practice and providing consultancy, training, information and advice to:

- Promote positive outcomes for clients, providers and funders
- Drive the policy agenda
- Encourage a healthy, diverse and sustainable sector
- Support quality and professionalisation.



Sitra CEO's blog

You can keep up to date with developments in the sector and contribute to the debate at Vic Rayner's blog at:

<http://sitraceo.wordpress.com>

twitter

Do you know you can follow Sitra's Policy Team on Twitter at <http://twitter.com/sitrapolicy>



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Charity Reg No 290599 Company Reg No 1862908



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