

SITRA

policy, training and consultancy for supported housing



Training Guide

October 2006 - March 2007

Quality courses for professionals working in the housing, care and support sector

Courses covering:

Management
Legal
Service Delivery

Human Resources
Financial
Good Practice

Personal Development
Regulatory Framework



INVESTOR IN PEOPLE



SITRA Directory of Services

Membership

Become a SITRA member and receive training discounts, our monthly *Bulletin* free and many other benefits.

For more information please turn to page 21

Consultancy

Our consultancy service is highly regarded by members. We offer tailor-made project based and on-going consultancy on a wide range of areas at an affordable price.

For more information please turn to page 46

Payroll

We have over 10 years experience in offering our members a highly efficient and accurate payroll service.

For more information please turn to page 30

In-House Training

Choose from our standard courses detailed in this guide or we can work with you on a tailor-made course we can deliver at a date and venue of your choice.

For more information please see the centre pages of this guide

Event Management Service

With competitive rates and a flexible first class service why not let SITRA organise your event for you?

For more information please turn to page 13

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Hello & welcome to SITRA

Thank you for taking the time to look through our training brochure and hope that you'll find it helpful in fulfilling your training needs. Before we explain the training SITRA offers, please take a moment to familiarise yourself with our organisation and the services we provide.

Who is SITRA?

SITRA is an umbrella organisation committed to raising standards in the housing, care and support sector. We are a registered charity and a membership organisation with over 19 years experience of providing practitioners with a range of affordable policy, training, information, conferences and capacity building services.

SITRA Mission and Vision

SITRA believes all individuals have a right to the housing, support and personal care services appropriate to their needs, delivered according to their own preferences. Such services should be easy to access, of the highest possible quality, and equitably reflect the diversity of user needs. To this end, our mission is to:

- Seek to influence those with the power to affect the quality and affordability of housing and support provision
- Provide policy makers and practitioners with accurate, up to date and timely information, guidance and practical support on relevant technical and policy issues to maximise the chances of people with housing and support needs receiving an affordable and high quality service

- Contribute to the baseline professional standards that typify the sector through the provision of training
- Promote best practice in the design, commissioning,

SITRA training?

SITRA's training aims to equip and empower staff with knowledge and skills to raise their professional development within the sector. You will find that our training covers all aspects of development, management, human resources, financial management and community care. All of our courses are delivered by SITRA staff and associate trainers who are experts in their fields.

Are we successful?

Each year we run over 800 days of training across the country, either on our general 'open programme' or tailor-made 'in-house' courses for clients. We also provide a range of seminars and conferences on supported housing related themes. Over 8500 people attend a SITRA event each year and the positive feedback we receive is a testament to our commitment to delivering sector relevant quality training.

What next?

The next few pages explain the training we offer, our pricing structure and introduce you to our staff.

Thanks again for your time and hope to see you at a SITRA event soon.

Regards
David McDaid
Training and Conferences Manager

Meet the Training & Conferences team



Left to right - Dawn Belton, David McDaid, Joe Bachour, John McCarthy, Andy Lawson, Kerilee Johnson

The team in our London based training venue. Feel free to contact us about any training issues you may have and we will do our best to answer your queries. Please call us on 020 7793 4710 and direct your queries as follows:

Suggestions

SITRA is committed to making sure our training is accessible to all. Please e-mail David McDaid with any suggestions you may have for improving our training or training services at davidm@sitra.org.

Complaints procedure

SITRA takes all complaints concerning its training and related services seriously. We endeavour to resolve complaints in an efficient and courteous manner and in the strictest of confidence. If at any stage you have a complaint about the handling of your training requirement, please contact:

Dawn Belton - In-House complaints

Joe Bachour - Open Programme and Accreditation complaints

Query	Contact	E-mail
Open Programme	Open Programme Administrator	johnm@sitra.org
Open Programme & Accreditation	Joe Bachour Open Programme & Accreditation Training Officer	joe@sitra.org
In-House Training	Dawn Belton In-House Training Officer	dawnb@sitra.org
Conferences & Events	Andy Lawson Conferences Officer Conferences & In-House Administrator	andyl@sitra.org johnm@sitra.org
Consultancy Requests	David McDaid Training & Conferences Manager	davidm@sitra.org

Come to us on the Open Programme

Our courses

We offer a diverse range of courses that play a key role in helping raise standards in the housing, care and support sector. With 70 courses and 173 training days over the next six months, we hope you will find a course that suits your needs whether you're a new or experienced member of staff, frontline or senior manager.

Quality assurance

We strive to meet the highest possible standards in training and ensure that all our training activities are evaluated and monitored.

Our trainers are assessed regularly against national standards.

We limit the number of participants in order to ensure that all participants get the most out of their course.

All our courses are evaluated by delegates which helps us in making improvements. We therefore ask participants to spend time completing the evaluation forms at the end of training.

Our trainers

Our courses are delivered by SITRA staff and associate trainers who are specialists in their fields. Our trainers have many years experience of working in the housing, care and support sector which ensures that the training we offer is delivered by professionals who fully understand the issues and concerns of the sector.

Our learning materials

All our courses come with a comprehensive set of course notes that are updated regularly. SITRA retains the copyright of the course materials.

Lunch and refreshments

All SITRA open programme courses include lunch and refreshments throughout the day. Our standard SITRA training day is usually from 09:45 to 16:30.

Our venues

Over the past four years we have been expanding to offer our services as widely as possible. We currently offer training in the following cities:

Birmingham
Bristol
Taunton
London
Manchester
Newcastle
York

If you would like to have SITRA training in your area, please contact us as we are currently looking to add new venues.

Course fees

Our competitive course fees ensure that you get value for money and the smallest organisations are able to afford our courses with our special discount for those with 10 or less full time staff or equivalent.

Booking

You can book an open programme course by faxing or mailing the booking form on page 64. Or visit our website at www.sitra.org. When booking a course please ensure you state the course name and venue. For full booking terms and conditions please go to page 64.

Or we come to you.....

Q: 6 or more staff to train?
A: SITRA in-house training

Providing tailored training to meet the specific needs of your staff at a venue and date of your choice.

Over the last twelve months SITRA has provided over 800 days in-house training to over 100 organisations.

In-House Training - what's in it for you?

Cost effective training - we can train from 6 to 16 staff from as little as £40 per person. To make the most of the maximum participant numbers and your investment, we welcome joint training with other organisations.

Tailored to your needs - every organisation is unique. In-house training is planned and delivered around your specific requirements

Extensive choice of courses - any of the 'core courses' in this guide can be provided on an in-house basis. If you can't see what you're looking for we can provide 'tailored core courses' or 'bespoke tailor-made courses' developed by our in-house consultancy team.

Expert trainers - all our trainers are sector & subject experts who cover a full range of specialist knowledge/skills areas within the housing, support and care sector as well as core skills training.

Flexible - you choose the date and venue

Comprehensive and easy to read course notes

We Provide	You Provide
Trainer (development & delivery)	Venue: arrangement & payment
Comprehensive course notes	Equipment: OHP & Flipchart at a minimum
Certificates for every participant	
Evaluation on course completion	

Contact the team

Please contact our In-House Training Officer, Dawn Belton, at dawnb@sitra.org or 020 7793 4710 to discuss your training requirements. You may be required to complete a short training questionnaire to assist in fully understanding your training needs.

For more information please go to the centre pages.

SITRA & Open College Network London Region

Accreditation Certification

SITRA are offering accreditation certification in the following three units:

Introduction to the Housing with Support Sector

Supporting Clients in a Housing with Support Environment

Developing Face to Face Skills in Housing with Support

Award

Successful completion of each unit leads to an award of a credit at Level 3.

Each unit has been recognised by the Open College Network London Region (OCNLR), part of the Open College Network, a national awarding body for learning. OCNLR has validated SITRA's programme of study at a national level of learning at Level 3.

Currently, there is no automatic passporting for SITRA's programme of study within the national qualification framework (eg, NVQ's or HNC's). Both the award at Level 3 and assignments are likely to be advantageous as sources of prior learning for further study and evidence of independent and analytical learning. Within their own right, they provide a broader understanding of the range of work and activities within the sector and can be used as evidence.

Target group

Each unit is aimed at all levels of staff and are relevant particularly if you are a frontline staff worker, or are new to the housing with support sector. All three units are particularly relevant to support workers, floating support workers, tenancy sustainment workers and staff who have

responsibilities for providing support to vulnerable service users in housing with support schemes.

Each unit provides you with an overview of the housing with support sector and is designed to develop your understanding of the legal and policy framework within which housing with support services are provided. Throughout each unit, there will be opportunities for you to recognise and demonstrate good practices in the working environment.

Entry requirements

You will need to be employed on a paid or voluntary basis within the housing with support sector. Prior knowledge of housing with support is not required. You can register for one, two or all three units.

You will need to be able to show evidence that your employer has agreed to your participation in this programme of study.

Programme of study and assessment

Each unit consists of approximately 32 hours of study and is made up of four training days and approximately 6-8 hours of study completed by you in your own work time. Within each unit, you will complete assignments which consist of work related tasks or activities. To obtain an award for a unit, you must complete the full range of tasks and activities to a satisfactory level. You must also attend each training day within your unit of study.

Interested?

You can specify which unit and training days you wish to be considered for on the booking form. At the time of booking onto relevant courses, participants will be invited to consider taking the course on a qualification basis.

SITRA & Open College Network London Region

Accredited Courses

UNIT: Introduction to the Housing with Support Sector

Courses

Housing with Support: an introduction (4 day course)

UNIT: Developing Face to Face Skills

Courses

Communication Skills
Assessment and Support Planning (Day 1)
Assessment and Support Planning (Day 2)
Mental Health: an introduction

UNIT: Supporting Clients in Housing with Support Environment

Courses

Risk: assessing and managing client risk
Welfare Benefits (Day 1)
Welfare Benefits (Day 2)
Repairs & Maintenance

Fees per unit

SITRA member £480 plus £125 (registration, learner agreement, assessments)

Non member £560 plus £125 (registration, learner agreement, assessments)

Housing with Support: an introduction is offered nationwide on our Open Programme throughout the year.

When booking, please state that you wish to pursue the accreditation option.

SITRA have been awarded a grant by the Lloyd's TSB Foundation to roll out accreditation training within the housing with support sector. This has enabled us to offer our 'Housing with Support: an introduction' course at venues outside of London. We are particularly keen to encourage smaller provider organisations and BME organisations to access certification and recognition for their staff. As part of this initiative, we have waived the OCNLR registration and assessment costs associated with our accreditation training for small organisations.

Accreditation offers you

- Training that is matched to learning
- A recognised award
- Credit for the work achieved
- Measured learning against specified outcomes
- Opportunities to build a portfolio of evidence that demonstrates what you have learnt
- Quality control
- Registration with OCNLR
- Greater involvement of line manager and organisation in your development
- Nationally recognised certificate

For more information on accreditation or the work of the OCNLR visit: www.ocnlr.org.uk

For more information on OCNLR accreditation training either on an Open Programme or In-House basis, or to make an enquiry contact Joe Bachour, Open Programme & Accreditation Training Officer on 020 7793 4710 or e-mail at joe@sitra.org

SITRA Pricing Structure

Open Programme			
Course length	SITRA Member	Non-Member	Small organisation discount* Member/Non-Member
One day course	£130	£150	£104/120
Two day course	£250	£290	£200/232
Four day course	£480	£560	£384/448
*Organisations with 10 or less full time or equivalent staff			

In-House training		
SITRA Member	Standard	£700*
	Discount	£650*
Non-Member	Standard	£800*
	Discount	£750*
Participants	Minimum	6
	Maximum	16**
<p>*VAT is not charged. Reasonable travel and/or accommodation costs of the trainer may also be applicable although these costs are kept to a minimum. Discount prices are subject to booking 3 days of training or more.</p> <p>**Subject to the agreement of the course tutor, some courses can be provided to a maximum of 18 participants where appropriate, and at an additional cost of £50 per day.</p>		

SITRA/Open College London Region Accredited Training

Open programme			
	SITRA Member	Non-Member	Small organisation discount*
Unit: Housing with Support (4 day)	£480	£560	£384/448
Plus OCNLR, SITRA registration and assessment at £125 per unit			
In-House			
Unit 1, 2 or 3	£700	£800	N/A
Plus OCNLR, SITRA registration and assessment at £125 per unit			



SITRA

Events Management Service

Did you know that SITRA can organise a conference on your behalf?

Professionally run conference events and seminars are a valuable way of bringing stakeholders, members and staff together in one place. They are an opportunity to communicate and discuss policy changes, product and service developments and provide host organisations with an opportunity to network with their audience.

SITRA has over 10 years' experience of planning and delivering small and large events both for and in partnership with organisations including the DCLG (formerly the ODPM), Homeless Link, London Housing Foundation and various local authorities. These events covered roadshows, product launches and exhibitions as well as policy information conferences and seminars.

SITRA's professional conference service will save you valuable time spent on organising your event and guarantees the high levels of resources and commitment needed to run a successful and productive day. We can either support your staff in delivering your event or organise and deliver the whole event on your behalf.

We offer a flexible service so you can pick and choose which parts of the event you would like us to organise or maybe the whole event itself.

Services offered:

Planning, Promotion, Venue Selection, Event Design, Bookings Management, On-the-Day Event Management, Audio Visual and Stage Management

Contact Andy Lawson, SITRA Conference Officer on 020 7793 4710 or email him at andyl@sitra.org

For all your conference services, why not try the Event Management Service from SITRA.

SITRA's Management Training Development

The growth of the housing, support and care sector over the last five years has seen a greater need for quality management training to support organisations in facing and tackling change.

SITRA's management training provides a range of individual training courses for team leaders and novice managers to senior management level including director/chief executive level. These courses are designed to highlight best practice in management and are located within the context of the sector(s) within which we work. For example, our 'Developing Strategic Management Skills' includes two case studies which are directly drawn from our members.

A current management 'buzz word' is the Japanese term, 'Kaizen' - which is understood to be the Japanese term for "continuous improvement" (CI) - and simply means keep on getting better. For our members, this is something they have been doing all the time and our management training is specifically designed to provide you with the tools, knowledge and skills to support your staff and services in getting better.

Which course should I choose?

I am new to management (team leader/supervisor post)

SITRA's *Moving into Management* courses provide an introduction to managing staff, including former colleagues, as well as strategies involved in management. Suggested courses:

Moving into a Management Role
Moving into a Management Role 2
Recruitment & Selection
Staff Supervision & Appraisal
Assertiveness

I am a relatively experienced manager

SITRA's specific topic courses provide an overview of legislative requirements as well as current practice across a range of experienced management development. Suggested courses:

Business Planning
Recruitment & Selection
Managing Change
Managing Staff Discipline & Grievance
Staff Supervision & Appraisal
Project Management
Team Building

I am a senior manager

Business Planning
Managing Change
Managing Staff Discipline & Grievance
Project Management
Developing Strategic Management Skills

Management and Leadership Skills

Coaching Skills for Managers
Team Building
Managing Change
Advanced Presentation Skills using Neuro Linguistic Programming (NLP) Approach
Train the Trainer

In-House Training - Management & Leadership Development

For in-house training, we would recommend that when booking our management training you consider talking to us about delivering specifically tailored year long programmes for your staff to maximise the benefits of our management training.

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Advanced Presentation Skills - using NLP Approach

Aim

Imagine what it would be like if you absolutely knew everything you did at work was going to be wonderful for you, your team and service users. What would it look like? How would it feel and sound? The day draws on the principles of Neuro Linguistic Programming (NLP) to show you how you can bring out more of you and your audience to create inspirational presentations.

Course overview

- What 'states' do you and your audience need to be in to be inspirational
- Methods of communications
- Using NLP tools for group change
- Design your communication
- Engaging and motivating your audience

Who should attend?

The course is designed both for participants who have to present regularly as part of their job whether through team/staff/service user meetings or formal presentations. Attendance at SITRA's 'Presentation Skills' is not a requirement.

Trainer

David McDaid,
SITRA Training & Conferences Manager

Related course

Train the Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	30 March 2007

An Introduction to Action Learning

Aim

This one day introductory course will explain the principles of action learning and set out the benefits of the approach for individual and organisational development. The day will also provide participants with the experience of being in an action learning set.

Course overview

- What is action learning; the process and conventions
- The benefits to individuals and organisations
- Underpinning skills
- Experiential session: being in an action learning set

Who should attend?

Action learning is a powerful tool to support individual and team functioning and development. The day will be of particular benefit to staff with a responsibility for training and development and team leaders and managers.

Trainer

Jane Garnham,
SITRA Policy Officer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	6 February 2007

Assertiveness

Aim

To provide participants with the confidence needed to deal with stressful or difficult situations. Participants will learn new confidence boosting techniques and new skills which will enable them to communicate more effectively as well as developing good working relationships.

Course overview

- Distinguishing between aggressive and assertive behaviour and other types of behaviour
- The visible and invisible barriers
- Self imaging
- The benefits of assertiveness
- Use of body language
- Personal development through nurturing of self-esteem and self-motivation

Who should attend?

All staff who wish to communicate effectively with others, improve self-esteem and deal with aggressive or difficult people.

Trainer

Susan Odev, Associate Trainer

Lisa Hobbs, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	31 October 2006
Manchester	18 January 2007

Business Planning

Aim

An effective business plan is more than a piece of paper. At its best it is a creative process of exploring where your organisation currently stands and where you would like it to be. This course provides an overview of the process with practical techniques for putting together an effective plan.

Course overview

- Looking at the wide scope of business planning and how it impacts all parts of an organisation
- Putting together a set of tools to audit where the organisation stands and where it wants to move to
- Creating a structured business plan including financial forecasts & business risk assessments
- Making an action plan to implement learning and ensure a business plan is created that best demonstrates and promotes the organisation

Who should attend?

All staff, managers and committee members who will be involved in the business planning process.

Trainer

Deborah Berger

SITRA Finance Adviser

Related course

Developing Strategic Management Skills

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	13 December 2006

Coaching Skills for Managers

Aim

Coaching is the new 'buzz word' in management circles and this course offers you the opportunity to find out more about its application in the work place and as an additional tool to your management skills in managing staff.

Course overview

- What coaching is not!
- Principles of coaching
- Coaching as part of management skills
- Models of coaching
- Establishing relationships

Who should attend?

The course is specifically aimed at first line managers and above who have or are taking responsibility for coaching individuals either within their organisation or partner organisations. The course is also suitable for managers who wish to consider 'coaching' as part of their management techniques.

Trainer

Julie Quin, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	23 February 2007

Communication Skills

Aim

To improve effectiveness in oral and written communication. This course identifies barriers to communication and the range of techniques available for improving the effectiveness of communication particularly in the context of working with service users.

Course overview

- The role of communication in support work and organisational decision making
- The range of communication strategies which can be used and how to select the most effective approach
- Assertiveness and negotiation skills
- Using a range of verbal and non-verbal communication skills
- How to exchange constructive feedback with colleagues and service users
- To integrate professional principles into your communication

Who should attend?

Frontline staff working with service users.

Trainer

Shirley Cupit, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	23 October 2006

Developing Strategic Management Skills

Aim

To augment participants' current strategic skills as well as explore new ways of business development and planning. This course is based on case studies relevant to the sector and therefore could offer opportunities to managers asking the following questions: *Where are we now? Where should we be in the future? How will we get there?*

Course overview

- Develop and undertake strategic analysis
- How to identify core competencies, resources and strategic capability
- An understanding of the strategic decision making process
- How to plan for flexibility when developing strategic options
- Managing strategic change

Who should attend?

Managers who wish to enhance their strategic management skills as well as managers whose role now includes strategy planning and development.

Trainer

Julie Quin, Associate Trainer

Related course

Business Planning

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	25 - 26 January 2007
Manchester	21 - 22 March 2007

Facilitation Skills

Aim

Facilitation offers an innovative solution to solving complex tasks. This course offers practical examples of the various types of facilitation available and participants evaluate their current skills and look at ways of improving their own effectiveness.

Course overview

- How to define and set objectives
- How to set ground rules and achieve consensus
- Group involvement techniques
- How to manage challenging situations within the facilitation process

Who should attend?

Staff seeking to update their facilitation skills or to learn new ways of approaching difficult tasks.

Trainer

Julie Quin, Associate Trainer

Related course

Team Building

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	1 March 2007

Managing Change

Aim

To investigate the factors surrounding changes within organisations and teams and analyse the different styles available for managing the change process. Participants will learn new skills and techniques to manage change effectively in the workplace.

Course overview

- How to understand the change process
- Why change is often seen as a threat
- The implications of managing imposed or forced change
- Tools and techniques for managing change

Who should attend?

Managers responsible for managing teams or services which are preparing for the change process.

Trainer

Julie Quin, Associate Trainer

Related course

Project Management

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	8 January 2007

Managing Poor Performance

Aim

To enable managers responsible for managing staff to deal with poor performance confidently and take the appropriate and necessary action.

Course overview

- To distinguish whether poor performance is a matter of misconduct or capability
- How to define standards expected of staff
- To identify the problem and take the appropriate procedural steps
- When it is appropriate to invoke the disciplinary procedure
- Legal framework within which disciplinary procedures must operate

Who should attend?

Managers who are responsible for managing staff and committee members who may be involved in the disciplinary process.

Trainer

Nesa Muhammad
SITRA Human Resources Adviser

Related courses

Staff Supervision and Appraisal
Managing Staff Discipline and Grievance

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	15 November 2006

Managing Staff Discipline and Grievance

Aim

To enable managers to gain confidence and improve their ability in managing staff performance through the implementation of dispute procedures.

Course overview

- The legal framework within which grievance and disciplinary procedures must operate
- What constitutes good practice in managing grievance and disciplinary matters
- When it is appropriate to invoke the disciplinary procedure
- Practical skills in resolving disputes informally and formally

Who should attend?

Managers who are responsible for managing staff and committee members who may be involved in the disciplinary process.

Trainer

Nesa Muhammad

SITRA Human Resources Adviser

Related course

Managing Poor Performance
Staff Supervision and Appraisal

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	29 November 2006

SITRA Membership

SITRA is an umbrella organisation committed to raising standards in the housing, support and care sector. We are a membership organisation with nearly 1000 member organisations and 19 years experience of offering practitioners a range of affordable policy, training, information, conferences and capacity building services.

SITRA membership is open to voluntary agencies, supported housing associations, general needs housing associations and statutory bodies, as well as private consultants and trainers.

Benefits of Membership

Free monthly SITRA *bulletin*
Free telephone advice and information
Discounted rates for open programme training
Discounted rates for in-house training
Discounted rates for conferences
Discounted rates for consultancy
Additional mailings and information sent direct to members throughout the year

For more information or to request a membership pack contact Sarah Levy, Membership Administrator on 020 7793 4711 or e-mail at sarahl@sitra.org

SITRA
policy, training and consultancy for supported housing

Moving into a Management Role

Aim

To enable staff new to management to identify the role of a manager and develop effective management practices. Participants will gain new skills and confidence to carry out their new role.

Course overview

- The role of a manager
- Good and bad management practices
- Strategic planning and achieving goals
- Using different management styles
- Decision making processes and monitoring objectives
- Team building and motivation skills
- The importance of effective delegation
- Equality issues and management

Who should attend?

Staff who are new to management or about to take up supervisory or team leader positions.

Trainer

Harish Davda, Associate Trainer
Lisa Hobbs, Associate Trainer
Annie Mubanga, Associate Trainer

Related courses

Moving into a Management Role 2:
building on basics

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	14 - 15 December 2006 15 - 16 March 2007
Bristol	21 - 22 February 2007
Birmingham	22 - 23 February 2007

Moving into a Management Role 2: building on basics

Aim

To enable new and experienced managers to explore further ideas and theories on management and to develop good practice in the workplace. This course will enhance and deepen participants' awareness of themselves as managers and how they can manage more effectively. Attendance on SITRA's Moving into a Management Role course is not required but would be useful.

Course overview

- The functions of management
- The experience of management and managerial roles
- Successful versus effective managers
- Managing motivation
- Maslow's hierarchy of needs
- Understanding and managing diversity
- Managing conflicts
- Understanding organisational strategy

Who should attend?

New and experienced supervisors, team leaders and managers.

Trainer

Harish Davda, Associate Trainer

Related courses

Business Planning
Developing Strategic Management Skills

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	21 March 2007
Birmingham	12 March 2007

Project Management

Aim

To provide managers with skills to plan, implement and successfully complete projects using modern project management ideas and techniques.

Course overview

- Defining and planning a project
- Linking projects to organisational strategy
- Identifying and managing stakeholders
- How to assess and manage resources and budgets
- Project planning tools including Gant Chart and Critical Path Analysis
- Monitoring and evaluating projects
- The role of the project manager and managing a project team

Who should attend?

Managers who already manage projects or will be involved in managing projects as part of their work.

Trainer

Harish Davda, Associate Trainer

Related course:

Managing Change

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	14 - 15 February 2007

Recruitment and Selection

Aim

To provide participants with the tools and techniques to recruit and select the right candidate.

Course overview

- Implementing effective equal opportunities
- Compiling an appropriate person specification
- Understanding the legislative framework as it applies to the process
- Planning and undertaking interviews using appropriate techniques
- Using appropriate selection methods

Who should attend?

Managers, committee members and anyone who is involved in the recruitment and selection of staff.

Trainer

Nesa Muhammad

SITRA Human Resources Adviser

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	22 February 2007

Report & File Writing Using Plain English

Aim

To equip participants with the confidence and knowledge to improve report and file writing skills.

Course overview

- What is Plain English
- File note management
- The importance of using a systematic approach to report writing
- The six stages of report writing
- How to write for a business environment with accuracy, brevity and clarity

Who should attend?

Frontline staff in particular support and assistant support workers who want to enhance their writing skills.

Trainer

David McDaid

SITRA Training & Conferences Manager

Related courses

Data Protection & Confidentiality

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	20 March 2007

Staff Supervision and Appraisal

Aim

A two day course to enable managers responsible for managing staff to confidently supervise and appraise staff.

Course overview

- To distinguish the difference between supervision and appraisal
- How to prepare effectively for supervision and appraisal
- To implement anti-discriminatory practice
- Set realistic objectives and targets
- To be able to communicate effectively during supervision and to give and receive constructive criticism

Who should attend?

Managers who are responsible for managing staff and conducting supervision and appraisals.

Trainer

Nesa Muhammad

SITRA Human Resources Adviser

Lisa Hobbs, Associate Trainer

Annie Mubanga, Associate Trainer

Related courses

Managing Poor Performance
Managing Staff Discipline and Grievance

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	21 - 22 November 2006 27 - 28 March 2007
Bristol	23 - 24 January 2007
Birmingham	15 - 16 January 2007
Manchester	14 - 15 March 2007

Stress Management

Aim

To explore the effects of stress and how to deal with it using a range of stress busting techniques and long term stress management strategies in order to avoid burnout.

Course overview

- What is stress
- Causes and symptoms of stress
- Tools and techniques to manage stress
- Positive thinking and relaxation
- Assertiveness and time management
- Long term stress busting strategies

Who should attend?

All staff who find it difficult to cope with pressures facing them at work or those who are able to support others affected by stress. Particularly helpful for frontline staff delivering client/service user centred services.

Trainer

Susan Ödev, Associate Trainer

Related course

Time Management

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	10 November 2006

Team Building

Aim

To develop participants skills, knowledge and confidence in developing effective and motivated teams.

Course overview

- Understanding and developing team dynamics
- Techniques for developing, encouraging and maintaining effective teams
- Understanding and overcoming barriers to team building
- Motivating staff
- Communication: team briefing - formal and informal
- Practical exercises & theoretical discussion

Who should attend?

Managers and supervisors at all levels with a responsibility for managing teams.

Trainer

David McDaid
SITRA Training & Conferences Manager

Related course

Facilitation Skills

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	2 March 2007

Time Management

Aim

To help you unlock some of the barriers to effective time management and provide possible alternative methods to manage workloads effectively.

Course overview

- How to examine your relationship with time
- Styles of behaviour at work and their effects on managing time
- How to identify productive work time and deal with procrastination
- Time management tools and techniques
- Planning and self-organisation skills
- How to deal with interruption and be assertive

Who should attend?

Anyone wishing to improve their time-management skills and effectiveness at work.

Trainer

Lisa Hobbs, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	26 October 2006

Train the Trainer

Aim

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.

Course overview

- How adults learn and their learning styles
- How to identify their 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 & facilitating
- Presenting learner-centred training programmes
- How to evaluate training

Who should attend?

The course is graded at beginner and intermediate level. It is ideal for participants with a little experience of delivering training.

Trainer

Colin Dyson, Associate Trainer

Related course

Advanced Presentation Skills using NLP Approach

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	11 - 12 January 2007

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Anti-Social Behaviour

Aim

This one day course provides an overview of the legal and other measures available to managing anti-social behaviour as well as good practice in dealing effectively with this behaviour.

Course overview

- How anti-social behaviour can be defined and what are its causes
- What formal legal action can be pursued and what are the roles of statutory agencies
- How providers can effectively respond to anti-social behaviour including informal interventions
- Improving performance by developing a strategy or action plan

Who should attend?

Frontline staff who manage anti-social behaviour and managers responsible for developing anti-social behaviour strategies.

Trainer

Sue Baxter
SITRA Policy Officer

Related course

Tenancy Sustainment
(avoiding evictions and ASBOs)

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	13 November 2006

Child Protection

Aim

The course provides an overview of child protection and good practice within the voluntary sector. This includes analysing the alerter's role and how to raise concerns around child protection as well as information on the guidance included in the DfES publication *Every Child Matters*.

Course overview

- The statutory framework for child protection
- Understanding your duty of care
- Recognising types and indicators of abuse
- Making key decisions in protecting children
- How to make a referral to an external agency
- Linking policies with child protection (e.g. confidentiality)

Who should attend?

All staff working with children and families

Trainer

Julie Quin, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	9 February 2007

Data Protection and Confidentiality

Aim

A one day course which will examine the principles of data protection and the application of the Act within the workplace.

Course overview

- Data protection principles and legislation
- Dealing with sensitive personal data
- How and when to disclose third party information
- How to keep within the Data Protection Act when handling client files
- Practical application of the act within the workplace

Who should attend?

All frontline staff who handle client files and managers responsible for ensuring compliance with law and regulatory framework.

Trainer

Nesa Muhammad,
SITRA Human Resources Adviser

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	12 December 2006

Disability Awareness

Aim

To increase awareness of the key principles of the Disability Discrimination Act 1995 and how to use these to implement good practice at work and provide suitable services to disabled tenants.

Course overview

- The meaning of disability under the Disability Discrimination Act
- Key principles of the Act with particular focus on those which have an impact on supported housing
- The implications of the Act from a disabled person's perspective
- The implications of the Act on the work place and work practices
- How to evaluate and develop the support offered to disabled tenants

Who should attend?

All staff working in supported housing.

Trainer

Annie Mubanga, Associate Trainer

Related course

Communicating with Clients with Learning and Communication Disabilities

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	27 October 2006

DIY Possessions

Aim

To equip staff with the knowledge, skills and confidence to prepare and present information in County Court proceedings for possession of assured and assured shorthold tenancy agreements.

Course overview

- What preparatory steps are necessary for a successful outcome in the County Court
- How to complete the paperwork required by the court
- How to represent the Landlord at a court hearing
- The powers of the court and possible outcomes
- Post hearing action
- Good practice in managing possession
- The law and good practice in managing abandonment and former tenant belongings

Who should attend?

Frontline supported housing staff and managers responsible for taking tenancy possession action. Participants should have a good knowledge of tenure issues or have attended SITRA's one day Tenancies & Licences course.

Trainer

Sue Baxter
SITRA Policy Officer

Related course

Tenancies and Licences

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	19 - 20 February 2007

SITRA Payroll Service

SITRA has been offering a fast accurate and efficient payroll service to members for more than 10 years. We are now making this service available to more organisations.

The service includes:

- Calculation of all salaries, PAYE and National Insurance Contributions
- Monthly payroll reports including details of submissions to be made to Inland Revenue
- Completion of all Inland Revenue forms including P45s, P46s etc
- Completion of all year end reports and submissions to Inland Revenue including P60s, P14s and P35s
- Secure and confidential service

Current charges for this service are from as little as £6.60 plus VAT, per employee, per month.

For more information contact **Deborah Berger** on 020 7793 4712 or deborahb@sitra.org



Financial Management

Aim

Good financial management contributes to an effective and stable operation. Participants will work on a number of practical exercises which will lead to a more confident understanding of the different financial reports required in an organisation.

Course overview

- A four day course offering a one day policy and planning overview of the funding framework for housing with support, and three days of hands-on financial management training. The practical aspects of the training encourage a real understanding of the actual production of financial reports leading to more effective analysis and management.

• Day 1

Principle elements of the current funding environment focusing on the *Supporting People* (SP) framework; a brief overview of the SP programme with attention paid to elements that specifically impact on financial management including accreditation, value for money, and commissioning and procurement of contracts.

• Day 2

A practical look at the use of budgets and cash flows with exercises on constructing, analysing and managing both these financial management tools.

• Day 3

A hands-on approach to producing and analysing management accounts leading to effective management, plus an introduction to financial terms and the importance of internal financial control.

• Day 4

Looking at the statutory accounts of an organisation, including the difference between the income and expenditure account (or SoFA)

and balance sheet, plus an overview of the different roles of the auditor and management committee or board.

Who should attend?

Non-financial managers and committee members who need to understand and work with financial reports.

Trainer

Deborah Berger

SITRA Finance Adviser

Colin Robertson

SITRA Finance Adviser

Participants may attend part or the entire course. Priority will be given to those attending the whole course. A daily rate of £130/£150 will be charged.

For in-house training this course can be tailored to produce a one, two or three day course combining elements from each day as appropriate to deliver to either financial staff or non financial staff.

Course information

Duration	4 Days
Cost	
SITRA member	£480.00
Non member	£560.00
London	9, 16, 23, 30 November 2006
Manchester	8, 15, 22, 29 November 2006
York	10, 17, 24, 31 January 2007

Health and Safety

Aim

A good understanding of health and safety legislation is an essential requirement for all staff if organisations are to comply with legislation and avoid accidents. For organisations funded by *Supporting People*, the Quality Assessment Framework makes specific and searching checks about the management of health and safety. This course aims to equip participants with the knowledge needed to operate a business which is both safe and complies with health and safety legislation. In particular it will equip participants to undertake risk assessments.

Course overview

- Reviewing, writing and implementing health & safety policies
- Arrangements for first aid
- Health & safety checks
- Main legal requirements for health & safety
- Office safety
- Risk assessments
- Management of health & safety

Who should attend?

All staff. This course will be particularly useful to staff with responsibility for health and safety or those managing projects or services.

Trainer

Eileen Speight, Associate Trainer

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	15 - 16 January 2007

Housing Benefits

Aim

To provide basic knowledge and understanding in Housing Benefit and enable staff to help tenants through the process and maximise their entitlement.

Course overview

- Who can and can't claim Housing Benefit
- The link between status and claims
- Date of claim and payments
- The questions on Housing Benefit forms
- Confidence to fill in forms and proof needed
- How much rent is covered by Housing Benefit and how it is calculated
- Links with other benefits to maximise Housing Benefit
- Impact of doing paid work

Who should attend?

All staff requiring basic knowledge of Housing Benefit.

Trainer

John Shortridge, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	16 February 2007

Procurement and Commissioning: an introduction

Aim

To provide staff with an overview of the procurement and commissioning process.

Course overview

- The procurement and commissioning process in the context of *Supporting People*
- The EU legal framework and options for local authorities
- Good practice in working in partnership
- Issues to consider when tendering or bidding for services

Who should attend?

Staff, in particular managers who have responsibility for commissioning and/or negotiating contracts and service arrangements.

Trainer

Deborah Berger

SITRA Finance Adviser

Colin Robertson

SITRA Finance Adviser

Glynis Sampey

SITRA Regional Development Officer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£130.00
London	1 December 2006
Bristol	27 November 2006
Birmingham	29 November 2006
Manchester	17 January 2007
York	8 March 2007

Protection of Vulnerable Adults (POVA)

Aim

By the end of the day, you will be more confident in your awareness and knowledge around abuse issues as well as an understanding of the current best practice under the *Supporting People* programme.

Course overview

- Types and indicators of abuse
- The scope of the Quality Assessment Framework (QAF)
- Good practice and protocols
- Importance of maintaining professional boundaries

Who should attend?

The course serves as an introductory level course and is suitable for all levels of staff and practitioners who work directly with service users.

Trainer

Caroline Barnett

SITRA Policy Officer

Fiona Cook

SITRA Regional Development Officer

Related courses

Professional Boundaries

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	1 November 2006
	9 March 2007
Taunton	6 February 2007
Manchester	22 February 2007

Supplementary Objectives: empowerment, environment, rights and responsibilities

Aim

To equip frontline staff and managers with the knowledge and skills needed to understand the Supplementary Objectives for *Supporting People*. Though not mandatory, they serve to promote good practice.

Course overview

- The meaning of empowerment
- Methods of empowering and involving service users
- A strategy developed for promoting participation in the wider community
- Good Practice in privacy and confidentiality
- Rights and responsibilities of service users
- How to enhance choice and responsiveness
- The impact of the living environment

Trainer

Clare Lucas
SITRA Regional Adviser

Supporting People: an introduction

Aim

To understand how the *Supporting People* framework impacts on the way frontline staff deliver housing-related support services.

Course overview

- Overview of the SP funding and monitoring regime
- How the SP framework is implemented locally
- Purchaser/provider relationship and the purpose of the contract
- Relate the quality standards of the QAF to your current practice
- Importance of service user involvement in delivering quality services

Who should attend?

Frontline staff with little or no knowledge of *Supporting People*.

Trainer

Glynis Sampey
SITRA Regional Development Officer
Teyent Tadesse
SITRA Policy Officer

Course information

Duration	2 days
Cost	
SITRA member	£250.00
Non member	£290.00
Birmingham	14 - 15 November 2006

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	5 February 2007
Bristol	6 March 2007

Tenancies and Licences

Aim

To enable staff to navigate the law relating to tenancies and licences. To understand the rights and responsibilities of landlords and tenants or licence holders and know how to initiate legal action when necessary.

Course overview

- The legal properties of different types of occupancy agreements
- Which agreements are used in housing with support
- The role of the Housing Corporation
- 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

Who should attend?

Frontline staff and managers new to housing or requiring a refresher who are responsible for managing occupancy agreements.

Trainer

Sue Baxter

SITRA Policy Officer

Glynis Sampey

SITRA Regional Development Officer

Related course

DIY Possessions

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	4 December 2006
Birmingham	6 December 2006

Tendering for Services

Aim

To equip managers with the skills and knowledge needed to address the issues they need to consider when bidding for services.

Course overview

- Describe a typical local authority procurement process and the importance of building good relationships, including:
 - Identifying how to approach the different stages of the process
 - Preparing the bid
 - Different approaches to pricing services
 - Presentation and interview
- Partnership models (e.g. consortia or other arrangements, the advantages, risks and practical issues)
- Negotiation and contract management

Who should attend?

Managers of housing and support services who are likely to have to put bids together to respond to tenders for new or existing services.

Trainer

Caroline Barnett

SITRA Policy Officer

Deborah Berger

SITRA Finance Adviser

Fiona Cook

SITRA Regional Development Officer

Glynis Sampey

SITRA Regional Development Officer

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	24 - 25 October 2006 30 - 31 January 2007
Taunton	1 - 2 February 2007
Birmingham	20 - 21 February 2007
Manchester	24 - 25 January 2007
Newcastle	23 - 24 January 2007

Welfare Benefits

Aim

To equip participants with knowledge on the benefits system including means tested benefits, incapacity benefits and Disability Living Allowance in order to help or advise their clients on the benefits they are entitled to and how to maximise their entitlement.

Course overview

- Benefits available to single people
- Difference between contributory, non-contributory and means tested benefits
- Disability Living Allowance and Attendance Allowance
- Assisting in benefits claims
- What is passporting and the advantages this gives to claimants
- Recognise when benefits can be maximised
- Recognise how the provision of support impacts on benefit entitlements
- Who has access to the social fund and what are the basic rules of entitlement

Who should attend?

Support workers who would like an introduction or update on the welfare benefits system.

Trainer

Michael Chambers, Associate Trainer

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	2 - 3 November 2006
Manchester	6 - 7 February 2007

Welfare Benefits Refresher

Aim

To refresh and update participants' overall knowledge of the benefits system.

Course overview

- An overview of the current benefits systems
- Recent and forthcoming changes to the benefits system
- An opportunity for participants to look in more depth at several benefits relevant to their clients

Who should attend?

Frontline staff with some prior awareness or working knowledge of the benefits system.

Trainer

Michael Chambers, Associate Trainer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	29 January 2007

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Alcohol Awareness

Aim

To equip staff with knowledge of alcohol and alcohol related harm and increase their confidence and skills in working with alcohol misusers. This course is a useful preparation for the intermediate Dual Diagnosis course.

Course overview

- Theories around alcohol use and misuse
- How alcohol affects physical and mental health
- Social problems associated with alcohol use and misuse
- Stage of change and brief interventions
- The range of services available to people with alcohol misuse issues
- Harm reduction and relapse intervention

Who should attend?

Managers and frontline staff working with alcohol misusers in a non-specialist setting.

Trainers

Teyent Tadesse
SITRA Policy Officer

Related courses

Drugs Awareness
Dual Diagnosis

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	24 January 2007
Manchester	8 February 2007

Assessing and Planning for Care

Aim

To gain an understanding of the community care process to enable them to work in partnership with local authority care managers.

Course overview

- Fair Access to care
- Assessing for care
- Contracting for care
- The regulation of care

Who should attend?

Staff working with people assessed as needing community care services.

Trainer

Iris Nutting, Associate Trainer

Related course

Working with Elderly People

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	2 March 2007

Assessment and Support Planning

Aim

To equip staff who use keywork systems with the confidence and skills needed to provide effective individualised services to clients.

Course overview

- The importance of identifying and measuring outcomes
- How to work within the principles of data protection
- The requirements of the SP framework
- The process of making an assessment and drawing up a support plan based on principles of good practice
- The importance of user empowerment/ involvement

Who should attend?

Frontline staff and first line managers who are new or inexperienced in support work.

Trainers

Fiona Cook

SITRA Regional Development Officer

Clare Lucas

SITRA Regional Adviser

Teyent Tadesse

SITRA Policy Officer

Related Courses

Keyworking Skills

Risk Assessing and Managing Client Risk

Assessment and Support Planning: advanced

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	5 - 6 December 2006
Taunton	29 - 30 November 2006
Birmingham	24 - 25 January 2007
Manchester	30 - 31 January 2007

Assessment and Support Planning Advanced

Aim

To enhance existing skills in the assessment and support planning process. With case studies based on hard to reach client groups, participants will explore new ways of working with service users. The course builds on the quality assessment framework and offers opportunities to reflect on current practice.

Course overview

- Effective assessment techniques
- How to support service users in evaluating their own skills and competences
- The ethos of motivational interviewing and how it may be used to promote change
- Effective support planning methods
- How to make support plans more outcomes focused

Who should attend?

Experienced frontline staff and first line managers

Trainers

Fiona Cook

SITRA Regional Development Officer

Clare Lucas

SITRA Regional Adviser

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	21 February 2007
Bristol	1 March 2007
Birmingham	27 March 2007
Manchester	29 March 2007
Newcastle	20 February 2007

Small organisation discount of 20% applies

Asylum Seekers and Refugees

Aim

To provide a grounding in the legislative framework concerning asylum seekers and refugees and explore the potential areas of discriminatory practices.

Course overview

- Reasons for immigration and asylum
- Legislative framework including the immigration and Asylum Act 2002
- The process of claiming asylum
- Update on current developments
- Support arrangements including health, education, employment and training

Who should attend?

All staff who work with asylum seekers and refugees.

Trainer

Annie Mubanga, Associate Trainer

Related course

Diversity: building cross-cultural understanding

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	17 January 2007

Breakaway Techniques

Aim

To equip staff with the skills, techniques and confidence needed to deal with violent situations at work. Participants should wear their ordinary work clothes.

Course overview

- To employ principles of self defence including posture, balance, holds and restraints in managing your own response in a violent situation
- How gender, race and status might affect an individual's experience of violence
- Skills to enable you to respond to violent situations in a way that suits you
- Factors which might support or undermine your ability to handle a violent or aggressive situation

Who should attend?

Staff working in potentially dangerous situations who wish to skill themselves with techniques to deal with violent behaviour.

Trainer

Theresa Thomas, Associate Trainer

Related courses

Professional Boundaries
Handling Violent and Aggressive Situations

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	6 March 2007
Birmingham	6 February 2007

Communicating with Clients with Learning & Communication Disabilities

Aim

To provide staff with knowledge and skills to enable them to communicate effectively with service users who have learning and communication difficulties.

Course overview

- Range of communication difficulties people experience
- How environmental factors impact on communication
- How to overcome these barriers
- How to use alternative communication strategies

Who should attend?

Frontline staff working with service users who have learning and communication disabilities

Trainer

Annie Mubanga, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	17 November 2006

Debt Counselling

Aim

To equip staff with skills and knowledge to advise and help service users with debt issues. Please note this is an introductory course and is not intended for specialist debt advisers.

Course overview

- Good practice in engaging and empowering clients on debt issues
- To identify "priority" debts
- How to adopt a systematic debt reduction checklist
- To draw up realistic personal debt budget plans
- How these budgets inform financial statements for creditors
- How to negotiate with creditors

Who should attend?

All staff with a good awareness of the benefit system who are required to advise and support clients with debt or money problems.

Trainer

Stephen McCaig, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	24 November 2006

Diversity: building cross-cultural understanding

Aim

To increase awareness and skills in communicating with individuals and cultural groups by challenging ethnocentric barriers to communication.

Course overview

- The meaning of cross-cultural communication and diversity
- The theoretical framework and the factors affecting cross-cultural communication
- An awareness of communication issues for different cultural groups
- An appreciation of how cross-cultural communications can benefit diversity

Who should attend?

This course will be of interest to any staff, frontline or management, who want to reflect on and identify how they can improve their communication with service users or colleagues with different cultural backgrounds.

Trainer

Jane Garnham
SITRA Policy Officer

Related course

Asylum Seekers and Refugees

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	9 January 2007

Domestic Violence

Aim

To equip staff with knowledge and confidence to support service users affected by domestic violence and how to work with other agencies to tackle the issue.

Course overview

- Definitions of domestic violence
- Different forms of domestic violence
- Impact of domestic violence on women
- Children's experience of domestic violence
- Equality issues in relation to domestic violence
- Sources of help available to women and children experiencing domestic violence
- Good practice issues and multi-agency planning

Who should attend?

Frontline staff working with women and children affected by domestic violence

Trainer

Catherine Orr-Deas, Associate Trainer

Related courses

Professional Boundaries
Protection of Vulnerable Adults

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	30 October 2006

Drugs Awareness

Aim

An introductory course for staff with little or no prior experience of the subject or the housing sector to enhance their understanding, knowledge and skills in working with people who abuse drugs. This course acts as a useful preparation for the intermediate Dual Diagnosis course.

Course overview

- Types of drug use and associated problems
- Drug categories
- Short and long term effects of drug use
- Approaches to drug treatment
- Risk factors when working with drug mis-users
- How to identify specialist services and the interventions which can be made

Who should attend?

All staff working in a non-specialist setting

Trainer

Teyent Tadesse
SITRA Policy Officer

Related courses

Alcohol Awareness
Dual Diagnosis

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	26 February 2007
Birmingham	17 January 2007

Dual Diagnosis

Aim

An intermediate course which will explore the relationships between mental illness and drug and alcohol dependency and examines good practice. This course assumes participants have a basic awareness of some of the issues involved. It is strongly recommended that participants attend one of the SITRA courses listed below:

Mental Health
Drugs Awareness
Alcohol Awareness

Course overview

- Have an understanding of dual diagnosis as it relates to mental health & drug misuse
- The link between mental health & drug misuse
- The effects of mental health & drug misuse
- The importance of inter-agency working
- Identify key areas of risk in delivering housing & support services
- Good practice in communication & personal safety

Who should attend?

Frontline staff providing housing and tenancy support services. Staff should have a basic understanding of one or more of the issues involved.

Trainer

Teyent Tadesse
SITRA Policy Officer

Related courses

Alcohol Awareness
Drugs Awareness

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	22 - 23 March 2007

Equal Opportunities and Diversity

Aim

The course aims to develop participants understanding of equality and diversity and to equip them with an understanding of legislation and good practice. The course will also assist all participants to reflect upon their own organisation and operations.

Course overview

- Definitions of equality and diversity
- The statutory and regulatory framework
- *Supporting People* requirements, focusing on the QAF
- Good practice in service delivery

Who should attend?

This course is essential training for all staff in the sector.

Trainer

Teyent Tadesse
SITRA Policy Officer

Related course

Diversity: building cross-cultural understanding

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	22 January 2007

When did you last see the 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 4711**

Floating Support: an introduction for frontline staff

Aim

To understand good practice in the effective delivery of floating support services.

Course overview

- How floating support differs from other supported housing provision
- Role and tasks of floating support workers
- Good practice in assessment and support planning
- Lone working and safe working practices
- Effective case closure

Who should attend?

Frontline staff delivering floating support services.

Trainer

Caroline Barnett
SITRA Policy Officer
Clare Lucas
SITRA Regional Adviser

Related course

Lone Working
Professional Boundaries
Housing with Support

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	10 January 2007
Taunton	18 January 2007

Floating Support for Managers

Aim

To develop awareness of best practice in managing floating support staff and effective methods of monitoring and evaluating services.

Course overview

- How floating support differs from other supported housing provision
- Role and tasks of floating support staff
- Addressing issues in managing floating support staff
- Methods for monitoring and evaluating floating support services
- How to effectively involve service users

Who should attend?

Floating support team leaders and managers.

Trainer

Caroline Barnett
SITRA Policy Officer
Clare Lucas
SITRA Regional Adviser

Related course

Staff Supervision and Appraisal

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	23 January 2007
Manchester	12 January 2007

Small organisation discount of 20% applies

Handling Violent and Aggressive Situations

Aim

By the end of the day, you will be more confident in your ability and skills in dealing with potentially difficult and violent situations within the work place and dealing with service users.

Course Overview

- The definition of violence and aggression
- The causes and manifestations of aggressive and violent behaviour
- How your own response may contribute to violent behaviour
- A range of coping skills for defusing and managing incidents
- What action to take in the aftermath of incidents
- Personal safety risk assessment

Who should attend?

Suitable for all levels of staff who work directly with clients/service users/customers

Trainer

Lisa Hobbs, Associate Trainer

Related courses

Breakaway Techniques
Professional Boundaries

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	20 March 2007
Birmingham	31 January 2007

SITRA Consultancy Services

SITRA provides tailor-made project-based and on-going consultancy and capacity building services on a wide and growing range of day-to-day operational and strategic developmental areas at affordable voluntary sector prices.

Thanks to our active and long-standing involvement in the sector, close links with providers, commissioners and funders of supported housing services in England, SITRA is in a unique position to help providers respond to current and future, internal and external challenges in a timely and effective way.

We can help your organisation:

- develop strategies and action plans to strengthen and improve the quality and diversity of your services
- draw up realistic and effective user involvement strategies, and respond more positively to the expectations of service users, commissioners and funders
- be able to demonstrate at all times that your services are relevant, meet local strategic priorities and represent value for money
- construct rolling business plans and put in place business risk, financial and management accounting systems and practices to ensure that your priorities reflect the current and emergent needs of your clients and to secure the financial health and long term survival of your organisation
- develop effective human resources strategies and systems to ensure that your organisation can attract and retain high calibre staff, resolve any staff performance problems, and cope with the challenging environment created by regular changes in professional standards and employment legislation
- put in place health and safety systems and practices which meet current best practice, legal and regulatory requirements
- access SITRA's efficient and cost-effective bookkeeping, management accounting and payroll processing service

For more information call SITRA on 020 7793 4711 or e-mail post@sitra.org

Housing with Support

Aim

A four day course which will provide participants with a comprehensive introduction to the work of the sector.

Course overview

Day One - Introduction to the Sector

- What is housing and support?
- How services are funded and the partnerships in the sector
- The role of the worker
- How current issues affect the development and provision of services

Day Two - Value Base

- The rights of service users
- Equality and Diversity
- Service User Involvement
- Information sharing and confidentiality

Day Three - Legal Background: tenancies & licences

- The differences between licences and tenancies
- The regulatory role of the Housing Corporation
- The terms of agreements
- Good practice in serving notices

Day Four - Practical Tasks

- Good practice in referral, selection and allocation
- The importance of assessing individuals support needs
- Good practice in collecting rent charges and managing arrears
- Good practice in meeting health & safety obligations

Who should attend?

The course is valuable both as an introduction to the sector and as a refresher. It is aimed at frontline workers and managers new to the sector.

The course can be booked in two ways, either all four days booked and attended in consecutive order or individual days booked to meet a particular training need.

Trainers

Sue Baxter

SITRA Policy Officer

Fiona Cook

SITRA Regional Development Officer

Course information

Duration	4 Days
Cost	
SITRA member	£480.00
Non member	£560.00
London	5, 12, 19, 26 March 2007
Manchester	6. 13, 20, 27 March 2007

Keyworking Skills

Aim

To explore strategies, techniques and good practice required for effective support to clients in one-to-one sessions. The emphasis is on developing confidence through discussion, practice and demonstration.

Course overview

- To identify keywork styles appropriate to your role, client's needs and the organisation's aims and objectives
- To develop action plans with clients which promote and support positive self-development and reflect individual needs and abilities
- Effective communication skills
- To identify the responsibilities and boundaries of their own keywork roles and those of keyworkers in other agencies
- Some of the issues involved in undertaking support work
- To understand the keyworking role in relation to external requirements (e.g. funders)

Who should attend?

Frontline staff who provide support to service users.

Trainer

Julie Quin, Associate Trainer

Related courses

Motivational Interviewing
Professional Boundaries

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	7 - 8 December 2006

Lone Working

Aim

To enable staff to explore the practical and emotional issues surrounding lone working and enhance skills and confidence in this area.

Course overview

- Good practice in lone working
- Basic risk assessment
- Importance of accountability
- Managing professional boundaries
- Introduction to stress management

Who should attend?

Frontline staff who may carry out lone working or managers who supervise lone workers.

Trainer

Teyent Tadesse
SITRA Policy Officer

Related course

Professional Boundaries

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	27 November 2006

Mental Health: building safe and effective working relationships

Aim

This course builds on the SITRA one day Mental Health course. Participants will explore additional skills in order to develop and maintain safe and effective working relationships with people with mental health support needs.

Course overview

- Different types of mental illness and treatments
- The roles of mental health professionals
- How to communicate effectively with clients who hallucinate
- The legislative framework, including the Mental Health Act 1983, Mental Health (Patients in the Community) Act 1995 and current proposed legislation
- Common early warning signs of breakdown or relapse
- Crisis intervention

Who should attend?

Staff with a good understanding of mental health issues who work with people with mental health support needs, or those who have attended the SITRA one day Mental Health course.

Trainer

Iris Nutting, Associate Trainer

Related course

Professional Boundaries

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	18 - 19 January 2007

Motivational Interviewing

Aim

This course provides an alternative and challenging view of one to one client/user work by focusing on the theory and practice of motivational interviewing. Participants will deepen their awareness and understanding of the theory of motivational interviewing and how it might be applied in everyday practice and working relationships.

Course overview

- To identify the process by which change occurs and the role of workers in assisting movement through that process
- To identify pitfalls and how to avoid them
- How motivational interviewing could be applied to/or adapted to fit the workplace

Who should attend?

All supported housing workers who require an understanding of both the theory of motivational interviewing and how it might be applied in everyday practice.

Trainer

Julie Quin, Associate Trainer

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	1 - 2 February 2007

Small organisation discount of 20% applies

Move-On Options

Aim

To understand what move-on options exist for service users currently in temporary accommodation and how these can be accessed.

Course overview

- Social housing - access for service users through homelessness legislation
- Social housing - Local Authority Housing Register/Choice Based Lettings/shared owner - ship/RSL nominations, and other schemes
- Private rented sector - Rent deposit schemes, bond/guarantees and landlord registers
- Identifying a strategy/action plan for move-on

Who should attend?

Frontline staff managing temporary accommodation or managers developing a move-on strategy where service users are expected to move-on.

Trainer

Sue Baxter

SITRA Policy Officer

Fiona Cook

SITRA Regional Development Officer

Clare Lucas

SITRA Regional Adviser

Related course

Resettlement
Lone Working
Professional Boundaries

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	8 November 2006
Birmingham	28 February 2007
Manchester	11 January 2007
Newcastle	27 February 2007

Outcomes: developing and measuring outcomes in housing & support services

Aim

To enable staff to develop an outcomes focus in the management and delivery of their housing and support services.

Course overview

- The national context - evidencing how housing related support services contribute to the government's social policy objectives
- Knowledge of the ways in which outcomes are used internally and externally to the organisation
- Current developments in monitoring and evaluating services
- Service user involvement in developing outcomes

Who should attend?

Managers and team leaders responsible for delivering services and for quality and monitoring in the housing and support sector

Trainer

Eileen McMullan

SITRA Policy Manager

Glynis Sampey

SITRA Regional Development Officer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	28 February 2007
Bristol	16 January 2007

Professional Boundaries

Aim

To enable staff to increase their understanding of the importance of personal and professional boundaries.

Course overview

- Why boundaries are important and who is affected by them
- How to identify risks of boundary violation
- Good practice in maintaining positive professional boundaries
- Where to go to raise concerns or gain support

Who should attend?

All workers who have direct contact with vulnerable people or who manage such staff

Trainer

Caroline Barnett
SITRA Policy Officer
Clare Lucas
SITRA Regional Adviser

Related course

Protection of Vulnerable Adults

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	14 March 2007
Bristol	7 December 2006
Birmingham	12 December 2006

Rent Arrears: prevention and management

Aim

To enable staff to prevent service users from accruing arrears, support those who have acquired arrears and conform to good practice in managing arrears.

Course overview

- What are the implications of rent arrears to the landlord and service user
- How arrears can be prevented including budgeting and managing existing debts
- Good practice in negotiating agreements to pay for service users in arrears
- Implementing a formal arrears

Who should attend?

Frontline staff whether managing housing provision or providing floating support services. Managers who supervise the rent management process.

Trainer

Sue Baxter
SITRA Policy Officer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	20 November 2006

Resettlement

Aim

To enable staff to develop and implement individual resettlement plans more effectively.

Course overview

- Key stages of resettlement
- Basic needs assessment from a resettlement perspective
- Drawing up and implementing the resettlement plan
- Identifying factors in resettlement break down and developing strategies for intervention

Who should attend?

Frontline staff who are responsible for supporting service users during the process of resettlement and implementing resettlement plans.

Trainer

Caroline Barnett
SITRA Policy Officer
Clare Lucas
SITRA Regional Adviser

Related course

Move-On Options
Lone Working
Professional Boundaries

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	7 November 2006 7 March 2007
Birmingham	27 February 2007

Risk: assessing and managing client risk

Aim

To provide participants with the knowledge and information needed to carry out client risk within a housing with support setting. This course is practically based and will include discussion and information exchanges around good practice.

Course overview

- Understanding risk assessment and management in relation to SP requirements
- The benefits of assessing and managing risk
- Procedures for assessing and managing risk
- Good practice in recording and disseminating client information

Who should attend?

The course is suitable for frontline staff working in all areas of housing, support and care and who are involved in client risk assessments. It may also be suitable for first line managers wanting to refresh their knowledge around the requirements of the Quality Assessment Framework (QAF).

Trainer

Caroline Barnett
SITRA Policy Officer
Teyent Tadesse
SITRA Policy Officer
Fiona Cook
SITRA Regional Development Officer

Related course

Professional Boundaries

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	11 December 2006 13 March 2007
Taunton	20 March 2007
Birmingham	28 November 2006
Newcastle	22 March 2007

Tenancy Sustainment (avoiding evictions & ASBOs)

Aim

The course offers staff alternatives to obtaining ASBOs and seeking possession as a first resort. Participants will be equipped with skills and knowledge in dealing with challenging tenants and helping them in keeping their tenancies.

Course overview

- Effective communication skills
- Dealing with difficult situations
- Alternative strategies for working with tenants with challenging behaviour
- How to engage in multi-disciplinary working
- Risk assessment and risk management methods
- Good practice examples of avoiding evictions
- How to motivate tenants to sustain their tenancies
- Engaging with hard to reach client groups
- Good practice in tenancy sustainment

Who should attend?

General needs or supported housing staff new to the sector working with tenants who are having difficulties in sustaining their tenancies.

Trainer

Sue Baxter
SITRA Policy Officer
Clare Lucas
SITRA Regional Adviser

Course information

Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	6 - 7 February 2007
Birmingham	13 - 14 March 2007

Understanding Self-Harm

Aim

To provide staff working with clients who self-harm with knowledge, skills and information around this user group and to critically examine their working practices.

Course overview

- What is self-injury
- Definitions and indicators of abuse
- Working with people who self-injure including recognising risk and providing support
- Common emotional reactions to working with survivors
- Client/worker boundaries
- Safe working practices

Who should attend?

All staff working with people who self-harm.

Trainer

Angie Brown, Associate Trainer

Related course

Motivational Interviewing

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	22 February 2007

User Involvement: developing a strategy

Aim

The course will provide participants with a framework within which to develop a strategy for user involvement that will genuinely put the user at the centre. The day will focus on the range of regulatory guidance that requires an approach to user involvement including that from the Housing Corporation, Audit Commission and *Supporting People*.

Course overview

- The value and benefits of user involvement
- Regulatory requirements
- *Supporting People* Supplementary Objective: empowerment
- A framework for involvement
- Developing a strategy

Who should attend

Staff who have a responsibility to plan and develop service user involvement within their organisations

Trainer

Caroline Barnett
SITRA Policy Officer

User Involvement: developing a toolkit for action

Aim

The course aims to equip staff with information about effective approaches to user involvement. The day will look at the ways in which staff can work with individuals and groups to empower users and support their participation.

Course overview

- The value and benefits of user involvement support planning as a vehicle to drive through involvement
- Building involvement - methods and approaches
- Barriers and how to overcome them

Who should attend

Staff who want to develop and improve good practice in user involvement

Trainer

Caroline Barnett
SITRA Policy Officer

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	6 November 2006

Course information

Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	12 February 2007

Working with Elderly People

Aim

To develop keyworker skills in providing support to elderly people and their carers, particularly those with dementia. Participants will be encouraged to draw upon their own experiences and to set support planning within a framework of equal opportunities, race and gender.

Course overview

- Mental illness as it affects elderly people
- Communicating with elderly people
- Support planning
- Advocacy and capacity issues
- Court of Protection

Who should attend?

All levels of staff providing services to elderly people and carers.

Trainer

Iris Nutting, Associate Trainer

Related course

Assessment and Planning for Care

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	15 February 2007

Working with Sex Offenders

Aim

To equip staff working with sex offenders with an understanding and knowledge of this client group and to explore issues of health and safety for workers with face to face contact.

Course overview

- Brief history of the law on sexual offending
- Understanding the offending process
- Recognising the patterns of behaviour
- Risk assessment strategies for sex offenders
- How sex offenders are supervised and managed in the community
- The needs of staff in relation to this client group

Who should attend?

Frontline staff and managers working with people who have committed sexual offences against children and adults.

Trainer

Angie Brown, Associate Trainer

Related course

Professional Boundaries

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	8 March 2007

London

Venue

SITRA, 3rd Floor, 55 Bondway, Vauxhall, London, SW8 1SJ
 Telephone: 020 7793 4710 Website: www.sitra.org.uk

Date	Courses
23 October 2006	Communication Skills
24 & 25 October 2006	Tendering for Services
26 October 2006	Time Management
27 October 2006	Disability Awareness
30 October 2006	Domestic Violence
31 October 2006	Assertiveness
1 November 2006	Protection of Vulnerable Adults
2 & 3 November 2006	Welfare Benefits
6 November 2006	User Involvement: developing a strategy
7 November 2006	Resettlement
8 November 2006	Move-On Options
9 November 2006	Financial Management: day 1
10 November 2006	Stress Management
13 November 2006	Anti-Social Behaviour
15 November 2006	Managing Poor Performance
16 November 2006	Financial Management: day 2
17 November 2006	Communicating with Clients with Learning and Communication Disabilities
20 November 2006	Rent Arrears: prevention and management
21 & 22 November 2006	Staff Supervision and Appraisal
23 November 2006	Financial Management: Day 3
24 November 2006	Debt Counselling
27 November 2006	Lone Working
29 November 2006	Managing Staff Discipline and Grievance
30 November 2006	Financial Management: day 4
1 December 2006	Procurement and Commissioning: an introduction
4 December 2006	Tenancies and Licences
5 & 6 December 2006	Assessment and Support Planning
7 & 8 December 2006	Keyworking Skills
11 December 2006	Risk: assessing and managing client risk
12 December 2006	Data Protection and Confidentiality
13 December 2006	Business Planning
14 & 15 December 2006	Moving into a Management Role
8 January 2007	Managing Change
9 January 2007	Diversity: building cross-cultural understanding
10 January 2007	Floating Support: an introduction for frontline staff
11 & 12 January 2007	Train the Trainer
15 & 16 January 2007	Health and Safety

17 January 2007	Asylum Seekers and Refugees
18 & 19 January 2007	Mental Health: building safe & effective working relationships
22 January 2007	Equality Opportunities and Diversity
23 January 2007	Floating Support for Managers
24 January 2007	Alcohol Awareness
25 & 26 January 2007	Developing Strategic Management Skills
29 January 2007	Welfare Benefits Refresher
30 & 31 January 2007	Tendering for Services
1 & 2 February 2007	Motivational Interviewing
5 February 2007	Supporting People: an introduction
6 February 2007	An Introduction to Action Learning
6 & 7 February	Tenancy Sustainment (avoiding evictions & ASBOs)
9 February 2007	Child Protection
12 February 2007	User Involvement: developing a toolkit for action
14 & 15 February 2007	Project Management
15 February 2007	Working with Elderly People
16 February 2007	Housing Benefits
19 & 20 February 2007	DIY Possessions
21 February 2007	Assessment and Support Planning Advanced
22 February 2007	Recruitment and Selection
22 February 2007	Understanding Self-Harm
23 February 2007	Coaching Skills for Managers
26 February 2007	Drugs Awareness
28 February 2007	Outcomes: developing and measuring outcomes in supported housing
1 March 2007	Facilitation Skills
2 March 2007	Assessing and Planning for Care
2 March 2007	Team Building
5 March 2007	Housing with Support: day 1
6 March 2007	Breakaway Techniques
7 March 2007	Resettlement
8 March 2007	Working with Sex Offenders
9 March 2007	Protection of Vulnerable Adults
12 March 2007	Housing with Support: day 2
13 March 2007	Risk: assessing and managing client risk
14 March 2007	Professional Boundaries
15 & 16 March 2007	Moving into a Management Role
19 March 2007	Housing with Support: day 3
20 March 2007	Handling Violent and Aggressive Situations
20 March 2007	Report and File Writing using Plain English
21 March 2007	Moving into a Management Role 2: building on basics
22 & 23 March 2007	Dual Diagnosis
26 March 2007	Housing with Support: day 4
27 & 28 March	Staff Supervision and Appraisal
30 March 2007	Advanced Presentation Skills using NLP Approach

Bristol**Venue**

CEED Charity Ltd, 97 - 107 Wilder Street, St Paul's, Bristol, BS2 8QU
 Telephone: 0117 942 9555 Website: www.ceed.co.uk

Date**Courses**

27 November 2006	Procurement and Commissioning: an introduction
7 December 2006	Professional Boundaries
16 January 2007	Outcomes: developing and measuring outcomes in supported housing
23 & 24 January 2007	Staff Supervision and Appraisal
21 & 22 February 2007	Moving into a Management Role
1 March 2007	Assessment and Support Planning Advanced
6 March 2007	Supporting People: an introduction

Taunton**Venue**

The Albemarle Centre, Albemarle Road, Taunton, Somerset, TA1 1BA
 Telephone: 01823 252 945

Date**Courses**

29 & 30 November 2006	Assessment and Support Planning
18 January 2007	Floating Support: an introduction for frontline staff
1 & 2 February 2007	Tendering for Services
6 February 2007	Protection of Vulnerable Adults
20 March 2007	Risk: assessing and managing client risk

Birmingham

Venue

Birmingham Voluntary Services Council (BVSC), 138 Digbeth, Birmingham, B5 6DR
 Telephone: 0121 643 4343 Website: www.bvsc.org

Date	Courses
14 & 15 November 2006	Supplementary Objectives
28 November 2006	Risk: assessing and managing client risk
29 November 2006	Procurement and Commissioning: an introduction
6 December 2006	Tenancies and Licences
12 December 2006	Professional Boundaries
15 & 16 January 2007	Staff Supervision and Appraisal
17 January 2007	Drugs Awareness
24 & 25 January 2007	Assessment & Support Planning
31 January 2007	Handling Violent and Aggressive Situations
6 February 2007	Breakaway Techniques
20 & 21 February 2007	Tendering for Services
22 & 23 February 2007	Moving into a Management Role
27 February 2007	Resettlement
28 February 2007	Move-On Options
12 March 2007	Moving into a Management Role 2: building on basics
13 & 14 March 2007	Tenancy Sustainment (avoiding evictions & ASBOs)
27 March 2007	Assessment and Support Planning Advanced

Manchester

Venue

YHA Manchester, Potato Wharf, Liverpool Road, Manchester, M3 4NB
 Telephone: 0161 839 9960 Website: www.yhamanchester.org.uk

Date

Courses

8 November 2006	Financial Management: day 1
15 November 2006	Financial Management: day 2
22 November 2006	Financial Management: day 3
29 November 2006	Financial Management: day 4
11 January 2007	Move-On Options
12 January 2007	Floating Support for Managers
17 January 2007	Procurement and Commissioning; an introduction
18 January 2007	Assertiveness
24 & 25 January 2007	Tendering for Services
30 & 31 January 2007	Assessment and Support Planning
6 & 7 February 2007	Welfare Benefits
8 February 2007	Alcohol Awareness
22 February 2007	Protection of Vulnerable Adults
6 March 2007	Housing with Support: day 1
13 March 2007	Housing with Support: day 2
14 & 15 March 2007	Staff Supervision and Appraisal
20 March 2007	Housing with Support: day 3
21& 22 March 2007	Developing Strategic Management Skills
27 March 2007	Housing with Support: day 4
29 March 2007	Assessment and Support Planning Advanced

Newcastle**Venue**

The MEA Trust, MEA House, Ellison Place, Newcastle-upon-Tyne, NE1 8XS

Telephone: 0191 230 3305

Date	Courses
23 & 24 January 2007	Tendering for Services
20 February 2007	Assessment and Support Planning Advanced
27 February 2007	Move-On Options
22 March 2007	Risk: assessing and managing client risk

York**Venue**

York Council for Voluntary Service, Priory Street Centre, 15 Priory Street, York, YO1 6ET

Telephone: 01904 621 133

Date	Courses
10 January 2007	Financial Management: day 1
17 January 2007	Financial Management: day 2
24 January 2007	Financial Management: day 3
31 January 2007	Financial Management: day 4
8 March 2007	Procurement and Commissioning: an introduction

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SITRA Booking Information

Booking a course

Bookings should be made using the SITRA training booking form. Please write in bold and in block capitals. Use a separate booking form for each applicant (photocopies and faxes are acceptable). Bookings should be acknowledged within five working days. To book a course either post your booking form to the Open Programme Administrator, SITRA 3rd Floor, 55 Bondway, London, SW8 1SJ, or fax to: 020 7793 4714. You can also book online at www.sitra.org.uk

Joining Instructions

We will send you a confirmation letter and other relevant details including a map and programme when we receive your booking.

Cancellations

All cancellations **must** be made in writing. Course fees will be refunded (minus a £25.00 administration charge) if you cancel a place more than 12 working days before the course. If less than 12 working days notice is given, the full fee will be charged.

Name Changes

SITRA reserves the right to charge a £25.00 administrative charge for any alterations to name changes to those supplied at the time of booking.

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, e.g. travel costs or accommodation.

Venues

If you have any special requirements please contact us as soon as possible to discuss these on 020 7793 4710.

Refreshments

All SITRA open programme courses include lunch and refreshments throughout the day. Vegetarian cuisine is also available. Please let us know if you have any special dietary requirements and we will do our best to meet these.

Smoking

Smoking is not permitted in training rooms or within our training venues.



SEND BOOKING FORM TO: SITRA, 3rd Floor, 55 Bondway, London, SW8 1SJ or Fax: 020 7793 4714

Please use BLOCK CAPITALS

Course details

Course title

Date

Venue

Participant details

Title: Mr/Mrs/Miss/Ms/Other

Forename

Surname

Job title

E-mail

Organisation details

Name

Address

Send invoice to (name & address if different)

Postcode

Phone

Fax

Special requirements

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

Please invoice me

I enclose a cheque for £

Cost of course

Course Length	SITRA Member (£)	Non Member (£)	20% discounts for small organisations (10 FTE or less) (£)	
			Members	Non Members
1 day	130	150	104	120
2 days	250	290	200	232
4 days	480	560	384	448

Purchase order no.

(compulsory for local authorities)

Confirmation

You will be sent a confirmation sheet with a location map and course information as soon as your booking form has been processed.

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

SITRA Member ☐
SITRA Non Member ☐

Cost of Course £_____.00
Cost for organisations with 10 or fewer
FTE Staff £_____.00

Signature

Date

SITRA London

3rd Floor, 55 Bondway, London, SW8 1SJ

Training and Conferences 020 7793 4710

Central Services 020 7793 4711

Finance and Human Resources 020 7793 4712

Policy 020 7793 4713

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Approximately 1000 organisations are members of SITRA country wide. Membership benefits include discounts on all services and events, access to free consultancy and advice, an annual subscription to the *Bulletin* and regular briefings on key policy developments in the sector.

SITRA works with local and central government to ensure that the needs of its members are recognised, understood and met by resource providers.

If you would like to join SITRA please contact the Membership Administrator on 020 7793 4711 and ask for an application form.

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Sue Baxter

Policy Officer (Housing & Support)

Caroline Barnett

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