

# Training Guide

April - September 2006



Quality courses for professionals working in  
the housing with support and care sectors

- Management • Human Resources • Personal Development
- Legal • Financial • Regulatory Framework • Service Delivery
- Good Practice



INVESTOR IN PEOPLE

# Become a SITRA member

SITRA is an umbrella organisation committed to raising standards in the housing, care and support 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 email [sarahl@sitra.org](mailto:sarahl@sitra.org)

**SITRA**  
policy, training and consultancy for supported housing



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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 who SITRA is 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. (For SITRA's mission statement please see the back cover.)

We are standing members of the Housing Corporation's Special Needs Liaison Group and are recognised and consulted by government departments and other bodies as representatives of providers of supported housing. We are also members of the ODPM's Supporting People Practitioner's Group.

### 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?

Have a look at the next few pages as we explain the training solutions we offer, our pricing structure and to meet our friendly training and conferences team.

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 back row - Joe Bachour, David McDaid, Andy Lawson. Front row Dawn Belton, Madeleine House, Helen Berrington, Sophie Garrett

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](mailto: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	Sophie Garrett Open Programme Administrator	<a href="mailto:sophieg@sitra.org">sophieg@sitra.org</a>
Open Programme & Accreditation	Joe Bachour Open Programme & Accreditation Training Officer	<a href="mailto:joeb@sitra.org">joeb@sitra.org</a>
In-house Training	Dawn Belton In-House Training Officer	<a href="mailto:dawnb@sitra.org">dawnb@sitra.org</a>
Conferences & Events	Andy Lawson Conferences Officer Madeleine House Conferences & In-House Administrator	<a href="mailto:andyl@sitra.org">andyl@sitra.org</a>  <a href="mailto:madeleineh@sitra.org">madeleineh@sitra.org</a>
Consultancy Requests	David McDaid Training & Conferences Manager	<a href="mailto:davidm@sitra.org">davidm@sitra.org</a>

## 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 with Support and Care sectors. With 83 courses and 247 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 to our courses. 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 with Support and Care sectors 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 9:45 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  
Exeter  
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 71. Or visit our website at [www.sitra.org](http://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 71.



## 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 with support and care sectors 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. Dawn may also ask you to complete a short training questionnaire to assist your trainer to fully understand your needs.

For information on how to book please turn over...

## In-House

### How do I book my in-house course?

#### Choose a course

Any of the 'core courses' in the Training Guide can be delivered to you on an in-house basis. You can tailor any of these courses to match your specific needs/policies/procedures at no extra cost. You may require a new 'bespoke course' to be provided for your staff, which we would be happy to discuss and develop with you.

#### Dates & venues

We will always endeavour to provide your training in accordance with your preferred dates. On average we expect to be able to deliver training 4 to 6 weeks from the date of request however, in many cases, earlier availability can be offered. You are asked to arrange a suitable training venue, fully accessible to all participants including trainer.

#### Course development

Once dates have been confirmed, your trainer will contact you before the training to discuss the specific needs of the group, and to confirm the course programme and objectives, ensuring that the course is delivered in accordance with your requirements.

#### How much will it cost?

The price grid on the opposite page illustrates our pricing structure per day for SITRA members and non-members with an overview of how In-house Training works. This price includes all development, delivery and evaluation of your course and a set of comprehensive training materials and attendance certificate for each participant.

### Planning in advance?

We are pleased to offer discounts for 'block bookings'. If you book 3 or more training days we will reduce the daily rate by a further £50 per day.

### Looking forward to working with you

SITRA is pleased to offer a flexible in-house training service second to none. We pride ourselves on building lasting working relationships with our clients based on listening and responding to your individual requirements. Clients return time and time again to delivery they know they can trust and rely on. SITRA training is an important investment and opportunity to contribute to the success of your service and development of your staff. We look forward to working with you towards a successful training experience with SITRA.

## 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*

\*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.

\* 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.

### 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 & 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 front line 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 setting**

#### 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](http://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 - Training Officer - Open Programme, Accreditation & Qualifications on 020 7793 4710 or e-mail [joeb@sitra.org](mailto:joeb@sitra.org)

**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 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 4170 or email him on: [andyl@sitra.org](mailto:andyl@sitra.org)

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

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### In-house Training - we come to you

If you have six or more staff to train, it may be more cost effective for you if we deliver your required training at your premises, or at an alternative venue of choice.

With in-house training we can deliver any of our existing courses, tailor an existing course or develop a new course to your exact needs.

For more information on in-house training please turn to page 9 or contact the in-house training officer Dawn Belton on 020 7793 4710 or e-mail [dawnb@sitra.org](mailto:dawnb@sitra.org)

## Advanced Presentation Skills - Inspire yourself & others

### 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	28 September 2006

## 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

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	20 April 2006
<b>Birmingham</b>	15 June 2006



## 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 structure for the business plan including financial forecasts and 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

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

## Chairing Meetings

### Aim

To examine the different roles involved in meetings with particular emphasis on the role of the 'chair'. To identify good practice in planning and chairing meetings to achieve specific outcomes.

### Course overview

- What is a meeting and the different roles involved
- Setting an agenda
- The importance of 'chairing'
- Skills in chairing meetings for effective participation and achieving specific outcomes
- Techniques for ensuring effective action planning
- Write minutes effectively

### Who should attend?

Anyone who is involved in meetings in particular those who take the role of lead or chair.

### Trainer

Susan Odev, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	22 May 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
- Barriers to effective coaching
- Framing the coaching session and giving feedback

### 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

**Harish Davda**, Associate Trainer

**Julie Quin**, Associate Trainer

**Peter Sampson**, Associate Trainer

**Linda Taylor**, Associate Trainer

#### Course information

**Duration** 2 Days

#### Cost

SITRA member £250.00  
Non member £290.00

**London** 10 - 11 July 2006  
**Birmingham** 22 - 23 June 2006  
**Manchester** 12 - 13 June 2006  
**Newcastle** 30 - 31 May 2006

## 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

**Orly Klein**, Associate Trainer

#### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00  
Non member £150.00

**London** 12 June 2006

## Conflict Management

### Aim

To provide improved awareness and enhanced communication skills for staff and gain confidence in communicating effectively and resolving conflicts in their working relationships.

### Course overview

- How to give effective positive and negative feedback
- Key aspects of negotiation skills
- How to deal with conflict
- Assertiveness skills
- The role of body language in escalating/defusing situations
- Action planning

### Who should attend?

All staff who face potential areas of conflict in their working relationships.

### Trainer

**Sarah James**, Associate Trainer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	6 April 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

Course information	
<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	29 - 30 June 2006
<b>Birmingham</b>	13 - 14 September 2006

## Effective Recruitment & 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** 13 September 2006

## 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
- How to measure your performance
- Planning strategies - timings/prompts/options

### Who should attend?

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

### Trainer

**Julie Quin**, Associate Trainer

#### Course information

**Duration** 2 Days

#### Cost

SITRA member £250.00  
Non member £290.00

**London** 5 - 6 September 2006

## 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
- How to identify blocks within the process and how to keep the change process on track
- How to measure the effectiveness of the change process

### Who should attend?

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

### Trainer

Julie Quin, Associate Trainer

#### Course information

<b>Duration</b>	2 days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	13 - 14 June 2006
<b>Birmingham</b>	20 - 21 September 2006

## 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	27 June 2006

## Managing Staff Discipline & 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

### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00  
Non member £150.00

**London** 12 July 2006

## Quality Assessment Framework (QAF) related training

The following training courses are delivered within a context that directly or indirectly reflects the core service objectives and/or the *Supporting People* programme in general.

- Preparing for *Supporting People* Reviews - Providers
- Protection from Abuse
- Health & Safety
- Equal Opportunities & Diversity in the Housing with Support Sector
- Risk: assessing & managing client risk
- Quality Management in Housing with Support
- Service User Involvement
- Handling Violent & Aggressive Situations
- Breakaway Techniques
- Housing with support: an introduction
- *Supporting People* Accreditation
- Assessment and Support Planning
- Financial Management for Housing with Support
- Professional Boundaries
- *Supporting People*: an introduction for front line staff
- Performance Indicators/Workbooks (only available on in-house basis)

## 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  
Linda Taylor, Associate Trainer

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	8 - 9 June 2006 7 - 8 September 2006
Birmingham	13 - 14 September 2006
Bristol	7 - 8 September 2006
Manchester	18 - 19 September 2006
Newcastle	11 - 12 September 2006

## Moving into 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 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  
Annie Mubanga, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	27 September 2006
Bristol	28 September 2006

## PR Skills to help you enhance your profile

### Aim

To equip front line project managers, with no experience of PR with the skills to carry out basic PR functions with the overall aim to raise the image and profile of the project with stakeholders using the media to maximum advantage.

### Course overview

- Theoretical overview of what is PR and why it is important
- Definition of a press release and practical opportunities to construct one correctly
- Exploring audiences that can be utilised and the way we convey messages
- House style

### Who should attend?

Front line managers with no previous experience of PR who want to raise their profile with stakeholders.

### Trainer

Lisa Hobbs, Associate Trainer

## Presentation Skills

### Aim

Presentations cover a wide range of formats including giving feedback to colleagues and groups, providing a verbal report to an outside agency or service user group or making a presentation to external bodies and groups. This course is intended to provide a framework to develop skills and confidence for future presentations.

### Course overview

- Different types of presentations
- How to plan and prepare a presentation
- Tips on delivery and presentation
- Practical demonstrations
- Feedback
- Body language and controlling nerves

### Who should attend?

Staff at all levels who are new to making presentations as part of their work.

### Trainer

Joe Bachour

SITRA Open Programme Training Officer

Dawn Belton

SITRA In-house Training Officer

### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00  
Non member £150.00

**London** 20 July 2006

### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00  
Non member £150.00

**London** 12 September 2006



## 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

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	17 - 18 July 2006

## 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?

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

### Trainer

David McDaid

SITRA Training & Conferences Manager

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	29 September 2006

## Staff Supervision and Appraisal Skills

### 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

Colin Dyson, Associate Trainer  
Lisa Hobbs, Associate Trainer  
Linda Taylor, Associate Trainer  
Nesa Muhammad  
SITRA Human Resources Adviser

#### Course information

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	6 - 7 June 2006 19 - 20 September 2006
<b>Birmingham</b>	10 - 11 July 2006
<b>Exeter</b>	3 - 4 July 2006
<b>Manchester</b>	20 - 21 July 2006
<b>York</b>	26 - 27 September 2006

## 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 Odev, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	26 May 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

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	30 June 2006

## 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

Orly Klein, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	7 April 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 aimed at beginner and intermediate level and is particularly ideal for participants with a little experience of delivery of training. The course builds on your experiences and will equip you with the confidence to deliver effectively.

### Trainer

Colin Dyson, Associate Trainer

#### Course information

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	20 - 21 July 2006
<b>Manchester</b>	20 - 21 June 2006

## 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](mailto:deborahb@sitra.org)

**SITRA**  
policy, training and consultancy for supported housing

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## In-house Training - we come to you

If you have six or more staff to train, it may be more cost effective for you if we deliver your required training at your premises, or at an alternative venue of choice.

With in-house training we can deliver any of our existing courses, tailor an existing course or develop a new course to your exact needs.

For more information on in-house training please turn to page 9 or contact the In-house Training Officer Dawn Belton on 020 7793 4710 or e-mail [dawnb@sitra.org](mailto:dawnb@sitra.org)

## 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 (Housing)

**Glynis Sampey**

SITRA Regional Development Officer

**Peter Sampson**, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	13 June 2006
<b>Birmingham</b>	29 June 2006
<b>Bristol</b>	4 September 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 (eg confidentiality)

### Who should attend?

All staff working with children and families

### Trainer

**Julie Quin**, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	19 July 2006

## Criminal Justice

### Aim

To provide an overview of the criminal justice system and how it may impact on your work and the lives of service users.

### Course overview

- The structure of the criminal justice system in England and Wales
- The roles and power of the police, Crown Prosecution Service, the courts and probation
- The stages of a proceeding from arrest to sentencing
- How to support service users through the judicial process
- Roles and responsibilities

### Who should attend?

Staff working with service users who may have contact with the police, courts and probation officers.

### Trainer

Stephen McCaig, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	3 July 2006

## Data Protection & 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	23 May 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	15 May 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 who are responsible for taking tenancy possession action. It is advisable that participants have a good knowledge of tenure issues or have attended SITRA's one day Tenancies & Licences (housing law) course.

### Trainer

Sue Baxter

SITRA Policy Officer (Housing)

#### Course information

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	5 - 6 September 2006



## Financial Management for Housing with Support

### 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 1 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 all of the 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

<b>Duration</b>	4 Days
<b>Cost</b>	
SITRA member	£480.00
Non member	£560.00
<b>London</b>	5, 12, 19, 26 June 2006
<b>Manchester</b>	5, 12, 19, 26 September 2006
<b>Newcastle</b>	6, 13, 20, 27 September 2006

## Fire Safety

### Aim

A major fire can destroy a building in a very short period of time, leaving organisations with no means of running that service. This course ensures that staff understand how fires occur and how the risks can be minimised. In addition it is a legal requirement for staff to receive fire safety training on an annual basis, and this course will fulfill that requirement.

### Course overview

- The causes of fire
- How to minimise the risk of fire
- How properties are protected from fire
- How to carry out a fire risk assessment
- The importance of clear fire procedures and how to write such a procedure

### Who should attend?

Managers of residential projects and staff who are assigned specific fire responsibilities.

### Trainer

Eileen Speight, Associate Trainer

### Special Discount:

You can save money by combining the Fire Safety training and the Food Hygiene course. The total cost will be:

**SITRA Member** £100

**Non Member** £110

#### Course information

**Duration** ½ day (morning)

#### Cost

SITRA member £60.00  
Non member £70.00

**London** 29 September 2006

## Food Hygiene

### Aim

Poor food hygiene can have very serious consequences for any organisation, and yet with relatively simple precautions most of the risks associated with food production can be minimised or eliminated. This course aims to equip staff to manage food hygiene effectively.

### Course overview

- The regulatory framework, including Food Safety Act and the Food Hygiene Regulations
- Principles of kitchen hygiene
- Principles of personal hygiene
- Good practice around record keeping.

### Who should attend?

Staff who have responsibility for the management of kitchens and any staff involved in food production.

### Trainer

Eileen Speight, Associate Trainer

#### Course information

**Duration** ½ day (afternoon)

#### Cost

SITRA member £60.00  
Non member £70.00

**London** 29 September 2006

## Health & 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 SP, the Quality Assurance 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, however 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

Wayne Anderson, Associate Trainer

#### Course information

**Duration** 2 Days

#### Cost

SITRA member £250.00  
Non member £290.00

**London** 13 - 14 July 2006  
**Bristol** 30 - 31 May 2006

## 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** 1 August 2006

## Tenancies & Licences

### Aim

To enable staff to navigate the law relating to tenancies and licences. To understand the rights and responsibilities of landlord and tenants/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 (Housing)

**Fiona Cook**

SITRA Regional Development Officer

**Glynis Sampey**

SITRA Regional Development Officer

**Colin Dyson**, Associate Trainer

#### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00

Non member £150.00

**London** 2 May 2006

10 July 2006

**Birmingham** 17 May 2006

**Bristol** 14 September 2006

**Manchester** 21 September 2006

**Newcastle** 3 July 2006

## Procurement & 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
- Types of contracts and service specifications
- Good practice in working in partnership

### Who should attend?

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

### Trainer

**Eileen McMullan**

SITRA Policy Manager

**Fiona Cook**

SITRA Regional Development Officer

**Glynis Sampey**

SITRA Regional Development Officer

#### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00

Non member £150.00

**London** 29 June 2006

**Birmingham** 3 July 2006

**Exeter** 14 June 2006

**Newcastle** 7 September 2006

## 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  
**St.John Golding**, SITRA Associate Trainer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	24 April 2006 15 September 2006
<b>Birmingham</b>	13 July 2006
<b>Bristol</b>	12 July 2006
<b>Manchester</b>	24 May 2006
<b>Newcastle</b>	6 July 2006

## Rent Arrears

### 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 the formal arrears process including court action available

### Who should attend?

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

### Trainer

**Sue Baxter**  
SITRA Policy Officer (Housing)

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	17 July 2006

## Supporting People Accreditation

### Aim

The course covers the key requirements and knowledge to take an organisation through the Supporting People Accreditation process.

### Course overview

#### Day 1

- Overview of the Supporting People Accreditation process
- How to assess and demonstrate the requirement for financial viability
- Looking at the administrative and robust management procedures required

#### Day 2

- Governance requirements, roles and responsibilities
- Key employment requirements
- Requirements in health and safety
- Requirements in performance management

### Who should attend?

Managers and staff involved in the process of taking an organisation through the different aspects of Supporting People Accreditation.

### Trainer

**Deborah Berger**

SITRA Finance Adviser

**Nesa Muhammad**

SITRA Human Resources Adviser

#### Course information

**Duration** 2 Days

#### Cost

SITRA member £250.00  
Non member £290.00

**London** 25 - 26 April 2006

## 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

**Caroline Barnett**

SITRA Policy Officer

#### Course information

**Duration** 1 Day

#### Cost

SITRA member £130.00  
Non member £150.00

**London** 3 July 2006  
**Birmingham** 16 May 2006  
**Manchester** 15 September 2006

## Tendering for Services

### Aim

To equip managers with the skills and knowledge needed to address the issues they need to consider in order to bid for *Supporting People* services.

### Course overview

- The basis of the contract culture
- A typical local authority procurement process
- How to approach the different stages of the process:
  - Making the decision to bid
  - Preparing the bid
  - Different approaches to pricing services
  - Presentation and interview
- Partnership models (e.g. consortia or other arrangements, advantages, risks, practical issues)
- Negotiation and contracting skills
  - Managing the contract

### 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

**Eileen McMullan**

SITRA Policy Manager

**Fiona Cook**

SITRA Regional Development Officer

**Glynis Sampey**

SITRA Regional Development Officer

Course information	
<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	4 - 5 July 2006
<b>Birmingham</b>	7 - 8 September 2006
<b>Bristol</b>	16 - 17 May 2006
<b>Newcastle</b>	14 -15 June 2006

## 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	
<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	11 - 12 May 2006
<b>Exeter</b>	21 - 22 September 2006



## 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?

Front-line staff with some prior awareness or working knowledge of the benefits system.

### Trainer

Michael Chambers, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	21 July 2006

## 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 0207 793 4711 or e-mail to [post@sitra.org](mailto:post@sitra.org)



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### In-house Training - we come to you

If you have six or more staff to train, it may be more cost effective for you if we deliver your required training at your premises, or at an alternative venue of choice.

With in-house training we can deliver any of our existing courses, tailor an existing course or develop a new course to your exact needs.

For more information on in-house training please turn to page 9 or contact the in-house training officer Dawn Belton on 020 7793 4710 or e-mail [dawnb@sitra.org](mailto:dawnb@sitra.org)

## Advanced Assessment & Support Planning

### 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 use coaching methods within key working sessions
- 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

### Who should attend?

Experienced frontline staff and first line managers.

### Trainers

**Clare Lucas**

SITRA Regional Adviser

**Julie Quin**, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	9 September 2006
<b>Manchester</b>	28 September 2006

## Alcohol: an introduction

### 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

**StJohn Golding**, Associate Trainer

**Mick Glew**, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	22 September 2006
<b>Birmingham</b>	23 May 2006

## Assessing & 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

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

## Assessment & Support Planning

### Aim

To equip staff who use key work 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 Supporting People 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?

Front-line staff and first line managers who are new or relatively inexperienced in support work.

### Trainers

Caroline Barnett

SITRA Policy Officer

Clare Lucas

SITRA Regional Adviser

Julie Quin, Associate Trainer

Sarah James, Associate Trainer

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	27 - 28 April 2006 27 - 28 July 2006
Birmingham	17 - 18 July 2006
Exeter	13 -14 July 2006
Manchester	13 - 14 July 2006
York	15 - 16 June 2006

## Asylum Seekers & 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	5 July 2006

## 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	10 August 2006

## 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	28 June 2006
Bristol	10 July 2006

## Cross Cultural Communication & Diversity

### 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, front line 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

Annie Mubanga, Associate Trainer

Joy Anibaba, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	9 May 2006
Birmingham	22 May 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

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	6 July 2006

## 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	5 May 2006

## Drugs: an introduction

### 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 misusers
- How to identify specialist services and the interventions which can be made

### Who should attend?

All staff working in a non-specialist setting.

### Trainer

StJohn Golding, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	7 July 2006
Manchester	5 September 2006

## 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 have previously attended one of the SITRA courses listed below:

**Mental health: an introduction**

**Drugs: an introduction**

**Alcohol: an introduction**

### 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

StJohn Golding, Associate Trainer

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	13 - 14 September 2006

## Equality & Diversity in the Housing with Support Sector

### 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

**Jane Garnham**

SITRA Policy Officer

**Glynis Sampey**

SITRA Regional Development Officer

**Joy Anibaba**, Associate Trainer

## 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	26 July 2006
<b>Birmingham</b>	14 July 2006
<b>Bristol</b>	17 July 2006

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£290.00
<b>London</b>	4 May 2006
<b>Birmingham</b>	6 September 2006
<b>Manchester</b>	11 May 2006



## 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

**Jane Garnham**  
SITRA Policy Officer  
**Clare Lucas**  
SITRA Regional Adviser

### Aim

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	8 May 2006
<b>Birmingham</b>	25 July 2006
<b>Bristol</b>	24 May 2006

## Handling Violent & Aggressive Situations

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

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	24 July 2006
<b>York</b>	14 June 2006

## HIV Awareness

### Aim

To give staff a greater understanding about HIV related issues and develop confidence in talking to service users about HIV and harm minimisation.

### Course overview

- The difference between HIV and AIDS
- How HIV is and is not transmitted
- Health and Safety practice in guarding against viral transmission
- How discriminatory factors impact on people affected by HIV
- Your role in discussing HIV related issues with service users
- Specialist services to which referrals may be made
- How to apply course content to the work place

### Who should attend?

All staff working with service users or clients.

### Trainer

St.John Golding, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	31 July 2006

## Recruiting Staff?

With a growing circulation of nearly 3000 copies the SITRA Bulletin is well placed to advertise your recruitment vacancies.



The *Bulletin* reaches specialist staff working within the housing with support and care sector. It has countrywide coverage and offers discounted advertising rates to SITRA members.

For more information on placing an advert call Carol-Anne Hamilton on 020 7793 4713. Or e-mail at [carolh@sitra.org](mailto:carolh@sitra.org)

## SITRA Helpline

If you have a policy query relating to housing with support and care why not contact the SITRA Helpline.

Members can now e-mail their queries on all matters concerning housing, care and support including:

*Supporting People*  
Housing and Housing Management  
Community Care  
Floating Support  
Quality & Monitoring

All e-mails will be responded to within four days. You can send your query to [sitrahelpline@sitra.org](mailto:sitrahelpline@sitra.org)

## Housing & Support: an introduction

### 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 front line 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 (Housing)

**Fiona Cook**

SITRA Regional Development Officer

**Jane Garnham**

SITRA Policy Officer

**Clare Lucas**

SITRA Regional Adviser

**Glynis Sampey**

SITRA Regional Development Officer

### Course information

<b>Duration</b>	4 Days
<b>Cost</b>	
SITRA member	£480.00
Non member	£560.00
<b>London</b>	3, 10, 17, 24 May 06 4, 11, 18, 25 September 06
<b>Birmingham</b>	5, 12, 19, 26 September 06
<b>Exeter</b>	7, 12, 19, 26 June 06
<b>Manchester</b>	4, 11, 18, 27 September 06
<b>York</b>	6, 13, 20, 27 June 06

Small organisation's discount of 20% applies

## 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 exchange constructive feedback on communication skills with other participants

### Who should attend?

Frontline staff who provide support to service users.

### Trainer

Julie Quin, Associate Trainer

#### Course information

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	22 - 23 June 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

Colin Dyson, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	10 April 2006

## Mental Health

### Aim

To provide an introduction to mental health and to promote understanding, knowledge and confidence of staff who work with people with mental health support needs. Participants will develop skills in creating and implementing support plans for people with a history of mental illness and carers.

### Course overview

- Different types of mental illness
- The roles of mental health professionals
- To recognise relapse/risk indicators
- To make effective referrals to other agencies

### Who should attend?

All staff new to working with people with mental health support needs.

### Trainer

Iris Nutting, Associate Trainer

Orly Klein, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	19 May 2006
Exeter	27 June 2006

## Mental Health: building safe & 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

Course information	
Duration	2 Days
Cost	
SITRA member	£250.00
Non member	£290.00
London	18 - 19 July 2006
Bristol	22 - 23 June 2006

## 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

- The theory, philosophy and spirit underpinning motivational interviewing
- Principles guiding the use of motivational interviewing
- 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

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	15 - 16 June 2006

## 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 and Choice Based Lettings,
- Registered Social Landlords nominations, shared ownership and other schemes
- Private rented sector - Rent deposit schemes, Landlord registers, Health and Safety requirements, tenants/landlords rights and responsibilities
- Identifying a strategy or 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 (Housing)

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	31 May 2006

## 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

**Fiona Cook**

SITRA Regional Development Officer

**Clare Lucas**

SITRA Regional Adviser

**StJohn Golding**, Associate Trainer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	21 April 2006 21 September 2006
<b>Birmingham</b>	28 June 2006
<b>Bristol</b>	21 June 2006
<b>Manchester</b>	8 June 2006
<b>York</b>	13 June 2006

## Quality Management in Housing with Support

### Aim

As the housing with support sector is moving to provide an increasingly more professional service, this course is designed to equip staff with the information and skills required to implement and monitor quality systems in the workplace.

### Course overview

- Quality issues
- Methods of monitoring and evaluating housing with support services
- Good practice in implementing quality systems
- Best Value
- How to involve service users in evaluating the effectiveness of the service
- The role of benchmarking

### Who should attend?

Staff responsible for quality and monitoring in the housing with support sector.

### Trainer

**Glynis Sampey**

SITRA Regional Development Officer

**Liz Zacharias**, Associate Trainer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	11 July 2006
<b>Birmingham</b>	24 May 2006

## Repairs & Maintenance

### Aim

To provide an overview of the legislative framework around repairs and maintenance and equip staff with knowledge and confidence in understanding the responsibilities of parties and identifying basic property defects.

### Course overview

- The responsibilities of the landlord/ managing agent
- Service contract agreements
- How to carry out a basic defects inspection
- How to identify common defects and describe them
- How to notify defects and report repairs

### Who should attend?

Frontline staff with a responsibility for notifying or dealing with repairs and maintenance issues.

### Trainer

Eileen Speight, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	26 September 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 breakdown 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

Modupe Bell, Associate Trainer

Clare Lucas, SITRA Regional Adviser

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	18 May 2006 8 August 2006
Bristol	27 June 2006
Manchester	17 May 2006



## Risk: assessing & managing client risk

### Aim

To provide participants with a strong grounding in the knowledge and information needed to carry out client risk within a housing with support setting. This course is practically based and has opportunities for discussion and information exchanges around good practice.

### Course overview

- Understanding risk assessment and management in relation to *Supporting People* 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 front line staff working in all areas of housing, support and care and who are involved in client risk assessments. The course may also be suitable for first line managers who wish to refresh their knowledge particularly around the requirements of the Quality Assessment Framework (QAF).

### Trainer

**Wayne Anderson**, Associate Trainer  
**Sarah James**, Associate Trainer  
**Mick Glew**, Associate Trainer  
**Caroline Barnett**  
 SITRA Policy Officer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	14 June 2006 12 September 2006
<b>Birmingham</b>	20 June 2006
<b>Exeter</b>	14 September 2006
<b>Manchester</b>	3 July 2006
<b>York</b>	4 September 2006

## Service User Involvement

### Aim

To provide participants with an understanding of the importance of user involvement to delivering high quality and effective services. The day will offer participants the opportunity to share and review their own practice and experience.

### Course overview

- The value and benefits of effective user involvement
- The regulatory context, including *Supporting People*
- Methods and approaches for involving your users
- Barriers and how to overcome them

### Who should attend?

Staff who want to develop good practice in user involvement.

### Trainer

**Jane Garnham**  
 SITRA Policy Officer  
**Clare Lucas**  
 SITRA Regional Adviser  
**Peter Sampson**, Associate Trainer

Course information	
<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	5 April 2006 3 August 2006
<b>Birmingham</b>	19 June 2006
<b>Manchester</b>	6 September 2006

## Service User Satisfaction & Complaints

### Aim

To enable staff to review and develop their organisation's capacity to listen to and learn from their service users in order to deliver service improvement.

### Course overview

- Why assess users' satisfaction with their service
- Service users' rights
- Methods of assessing satisfaction
- Learning from complaints

### Who should attend?

All staff involved in enabling or monitoring service user feedback on their services.

### Trainer

Susan Odev, Associate Trainer

### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	7 August 2006
<b>Birmingham</b>	6 July 2006
<b>Manchester</b>	29 June 2006

## Service User Training (in-house only)

### Aim

A series of half day training sessions for groups of users to support the development of effective approaches to increasing involvement. The sessions will support an organisation's commitment to take forward involvement initiatives.

The sessions can be tailored to your own specific requirements and sit alongside SITRA's one day training course for staff on Service User Involvement.

### Building Involvement: Aim

The session aims to provide service users with information and support on how to become more involved in their organisations.

### Course overview

Getting involved - starting with information  
Consultation - giving feedback  
Being involved - what do you need?

### Involvement in Meetings: Aim

The session aims to provide service users with information about being involved in meetings

### Course overview

How to prepare for meetings  
The different roles involved in meetings  
How to make effective contributions

### Involvement in Staff Recruitment: Aim

The session will provide users with an understanding of the recruitment process and information about the options for involvement.

### Course overview

- What is the recruitment process?
- Ensuring the process is fair and non-discriminatory
- Good practice in shortlisting
- Good practice in interviewing

### Who should attend?

All of the sessions will be of interest to any service user wishing to become more involved in their organisation.

## Sex & Sexuality: working with young lesbian, gay & bisexual people

### Aim

To enable staff to work effectively with young lesbian, gay and bisexual (LGB) clients by providing them with the awareness, understanding and knowledge of significant issues affecting this group.

### Course overview

- How to challenge the myths, stereotypes and assumptions which exist in relation to the LGB community
- Relevant legal issues and legislation
- Dealing with homophobia and hate crime
- Domestic violence within lesbian and gay relationships
- LGB resources and networks

### Who should attend?

Frontline staff working with lesbian, gay and bisexual clients.

### Trainer

Catherine Orr-Deas, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	6 July 2006

## Tackling Racial Harrassment

### Aim

To provide staff with the information, knowledge and awareness to help prevent and deal with complaints of racial harassment.

### Course overview

- Recognise when, where and in what form harassment can take place
- Relevant legislation and regulation
- Identify support and help for victims
- How partnership and multi-agency working can help tackle racial harassment
- Promote and develop good practice
- How anti-social behaviour powers can be used to challenge harassment

### Who should attend?

Frontline staff who may deal with racial harassment cases.

### Trainer

Glynis Sampey

SITRA Regional Development Officer

Joy Anibaba, Associate Trainer

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	3 April 2006
Bristol	29 June 2006

## 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

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	4 August 2006

## Working with Challenging Tenants (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 (Housing)

Julie Quin, Associate Trainer

#### Course information

<b>Duration</b>	2 Days
<b>Cost</b>	
SITRA member	£250.00
Non member	£290.00
<b>London</b>	20 - 21 June 2006
<b>Birmingham</b>	28 - 29 September 2006
<b>Newcastle</b>	13 - 14 July 2006

## 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

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	19 June 2006

## 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

Course information	
Duration	1 Day
Cost	
SITRA member	£130.00
Non member	£150.00
London	25 May 2006

## Working with Young People

### Aim

To develop skills, understanding, confidence and sensitivity for staff working with young people and to provide basic understanding of child care legislation.

### Course overview

- Most common issues that young service users will experience including physical, emotional and mental health issues
- Special issues in working with care leavers
- Explore how we might examine our practice
- How to communicate with and advocate on behalf of service users
- How to put this within the legal framework of current child care legislation

### Who should attend?

Frontline staff and agencies working with young people.

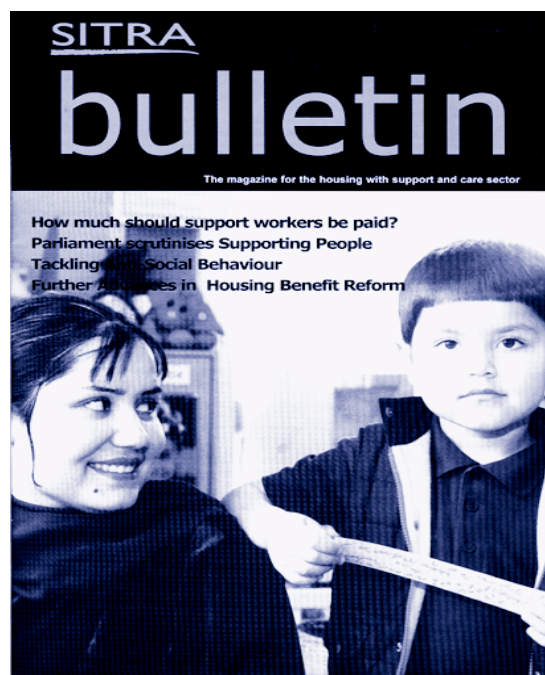
### Trainer

Angie Brown, Associate Trainer

#### Course information

<b>Duration</b>	1 Day
<b>Cost</b>	
SITRA member	£130.00
Non member	£150.00
<b>London</b>	2 June 2006

## 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

## Birmingham

### Venue

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

Date	Courses
16 May 2006	<i>Supporting People</i> : an introduction
17 May 2006	Tenancies & Licences
22 May 2006	Cross Cultural Communication & Diversity
23 May 2006	Alcohol: an introduction
24 May 2006	Quality Management in Housing with Support
15 June 2006	Assertiveness
19 June 2006	Service User Involvement
20 June 2006	Risk: assessing & managing client risk-
22 & 23 June 2006	Coaching Skills for Managers
28 June 2006	Professional Boundaries
29 June 2006	Anti-Social Behaviour
3 July 2006	Procurement & Commissioning
6 July 2006	Service User Satisfaction & Complaints
10 & 11 July 2006	Staff Supervision & Appraisal
13 July 2006	Protection of Vulnerable Adults
14 July 2006	Equal Opportunities & Diversity
17 & 18 July 2006	Assessment & Support Planning
25 July 2006	Floating Support for Managers
5 September 2006	Housing with Support: day 1
6 September 2006	Floating Support for Frontline Staff
7 & 8 September 2006	Tendering for Services
12 September 2006	Housing with Support: day 2
13 & 14 September 2006	Developing Strategic Management Skills
13 & 14 September 2006	Moving into Management Role
19 September 2006	Housing with Support: day 3
20 & 21 September 2006	Managing Change
26 September 2006	Housing with Support: day 4
28 & 29 September 2006	Working with Challenging Tenants



## Bristol

### Venue

CEED Charity Ltd, 97 - 107 Wilder Street, St Paul's, Bristol, BS2 8QU

Telephone: 0117 942 9555

Website: [www.ceed.co.uk](http://www.ceed.co.uk)

### Date

### Courses

16 & 17 May 2006	Tendering for Services
24 May 2006	Floating Support for Managers
30 & 31 May 2006	Health & Safety
21 June 2006	Professional Boundaries
22 & 23 June 2006	Mental Health: building safe & effective relationships
27 June 2006	Resettlement
29 June 2006	Tackling Racial Harassment
10 July 2006	Communicating with Clients with Learning & Communication Disabilities
12 July 2006	Protection of Vulnerable Adults
17 July 2006	Equal Opportunities & Diversity
4 September 2006	Anti-Social Behaviour
5 September 2006	Financial Management: day 1
7 & 8 September 2006	Moving into Management Role
12 September 2006	Financial Management: day 2
14 September 2006	Tenancies & Licences
19 September 2006	Financial Management: day 3
26 September 2006	Financial Management: day 4
28 September 2006	Moving into Management Role 2: building on basics

## Exeter

### Venue

St Loye's Foundation, Topsham Road, Exeter, EX2 6EP

Telephone: 01392 286 212

Website: [www.stloyes.co.uk](http://www.stloyes.co.uk)

### Date

### Courses

7 June 2006	Housing with Support: day 1
12 June 2006	Housing with Support: day 2
14 June 2006	Procurement & Commissioning
19 June 2006	Housing with Support: day 3
26 June 2006	Housing with Support: day 4
27 June 2006	Mental Health
3 & 4 July 2006	Staff Supervision & Appraisal
13 & 14 July 2006	Assessment & Support Planning
14 September 2006	Risk: assessing & managing client risk
21 & 22 September 2006	Welfare Benefits



## London

### Venue

SITRA, 3rd Floor, 55 Bondway, Vauxhall, London, SW8 1SJ  
 Telephone: 020 7793 4710 Website: [www.sitra.org.uk](http://www.sitra.org.uk)

Date	Courses
3 April 2006	Tackling Racial Harassment
5 April 2006	Service User Involvement
6 April 2006	Conflict Management
7 April 2006	Time Management
10 April 2006	Lone Working
20 April 2006	Assertiveness
21 April 2006	Professional Boundaries
24 April 2006	Protection of Vulnerable Adults
25 & 26 April 2006	<i>Supporting People</i> Accreditation
27 & 28 April 2006	Assessment & Support Planning
2 May 2006	Tenancies & Licences
3 May 2006	Housing with Support: day 1
4 May 2006	Floating Support for Frontline Staff
5 May 2006	Domestic Violence
8 May 2006	Floating Support for Managers
9 May 2006	Cross Cultural Communication & Diversity
10 May 2006	Housing with Support: day 2
11 & 12 May 2006	Welfare Benefits
15 May 2006	Disability Awareness
17 May 2006	Housing with Support: day 3
18 May 2006	Resettlement
19 May 2006	Mental Health
22 May 2006	Chairing Meetings
23 May 2006	Data Protection & Confidentiality
24 May 2006	Housing with Support: day 4
25 May 2006	Working with Sex Offenders
26 May 2006	Stress Management
31 May 2006	Move-On Options
1 June 2006	Assessing & Planning for Care
2 June 2006	Working with Young People
5 June 2006	Financial Management: day 1
6 & 7 June 2006	Staff Supervision & Appraisal
8 & 9 June 2006	Moving into a Management Role
12 June 2006	Financial Management: day 2
13 June 2006	Anti-Social Behaviour
14 June 2006	Risk: assessing & managing client risk
15 & 16 June 2006	Motivational Interviewing
19 June 2006	Financial Management: day 3
20 & 21 June 2006	Working with Challenging Tenants
22 & 23 June 2006	Keyworking Skills

## London

### Venue

SITRA, 3rd Floor, 55 Bondway, Vauxhall, London, SW8 1SJ  
 Telephone: 020 7793 4713 Website: [www.sitra.org.uk](http://www.sitra.org.uk)

Date	Courses
26 June 2006	Financial Management: day 4
27 June 2006	Managing Poor Performance
28 June 2006	Communicating with Clients with Learning & Communication Disabilities
29 June 2006	Procurement & Commissioning
30 June 2006	Team Building
3 July 2006	<i>Supporting People</i> : an introduction
4 & 5 July 2006	Tendering for Services
6 July 2006	Debt Counselling
7 July 2006	Drugs: an introduction
10 July 2006	Tenancies & Licences
11 July 2006	Quality Management in Housing with Support
12 July 2006	Managing Staff Discipline & Grievance
13 & 14 July 2006	Health & Safety
17 July 2006	Rent Arrears
18 & 19 July 2006	Mental Health: building safe & effective working relationships
20 & 21 July 2006	Train the Trainer
24 July 2006	Handling Violent & Aggressive Situations
26 July 2006	Equal Opportunities & Diversity
27 & 28 July 2006	Assessment & Support Planning
31 July 2006	HIV Awareness
1 August 2006	Housing Benefits
3 August 2006	Service User Involvement
4 August 2006	Understanding Self-Harm
7 August 2006	Service User Satisfaction & Complaints
8 August 2006	Resettlement
10 August 2006	Breakaway Techniques
4 September 2006	Housing with Support: day 1
5 & 6 September 2006	DIY Possessions
7 & 8 September 2006	Moving into Management Role
11 September 2006	Housing with Support: day 2
12 September 2006	Risk: assessing & managing client risk
13 September 2006	Effective Recruitment & Selection
15 September 2006	Protection of Vulnerable Adults
18 September 2006	Housing with Support: day 3
19 & 20 September 2006	Staff Supervision & Appraisal
21 September 2006	Professional Boundaries
22 September 2006	Alcohol: an introduction
25 September 2006	Housing with Support: day 4
26 September 2006	Repairs & Maintenance
28 September 2006	Advanced Presentation Skills using NLP Approach
29 September 2006	Fire Safety/Food Hygiene

## London

### Venue

Room 2, 3rd Floor, 55 Bondway, Vauxhall, London, SW8 1SJ

Telephone: 020 7793 4710

Website: [www.sitra.org.uk](http://www.sitra.org.uk)

Date	Courses
12 June 2006	Communication Skills
13 & 14 June 2006	Managing Change
19 June 2006	Working with Elderly People
29 & 30 June 2006	Developing Strategic Management Skills
3 July 2006	Criminal Justice
5 July 2006	Asylum Seekers & Refugees
6 July 2006	Sex & Sexuality: working with young lesbians, gay & bisexual people
10 & 11 July 2006	Coaching Skills for Managers
12 July 2006	Business Planning
17 & 18 July 2006	Project Management
19 July 2006	Child Protection
20 July 2006	PR Skills to Enhance your Profile
21 July 2006	Welfare Benefits "refresher"
5 & 6 September 2006	Facilitation Skills
7 September 2006	Advanced Assessment & Support Planning
12 September 2006	Presentation Skills
13 & 14 September 2006	Dual Diagnosis
26 September 2006	Advanced HR Skills
27 September 2006	Moving into Management Role 2: building on basics
29 September 2006	Report Writing using Plain English

## Manchester

## Venue

YHA Manchester, Potato Wharf, Liverpool Road, Manchester, M3 4NB  
 Telephone: 0161 839 9960 Website: [www.yhamanchester.org.uk](http://www.yhamanchester.org.uk)

## Date

## Courses

11 May 2006	Floating Support for Frontline Staff
17 May 2006	Resettlement
24 May 2006	Protection of Vulnerable Adults
8 June 2006	Professional Boundaries
12 & 13 June 2006	Coaching Skills for Managers
20 & 21 June 2006	Train the Trainer
29 June 2006	Service User Satisfaction & Complaints
3 July 2006	Risk: assessing & managing client risk
13 & 14 July 2006	Assessment & Support Planning
20 & 21 July 2006	Staff Supervision & Appraisal
4 September 2006	Housing with Support: day 1
5 September 2006	Drugs: an introduction
6 September 2006	Service User Involvement
11 September 2006	Housing with Support: day 2
15 September 2006	<i>Supporting People</i> : an introduction
18 September 2006	Housing with Support: day 3
18 & 19 September 2006	Moving into Management Role
21 September 2006	Tenancies & Licences
27 September 2006	Housing with Support: day 4
28 September 2006	Advanced Assessment & Support Planning

## Newcastle

### Venue

The MEA Trust, MEA House, Ellison Place, Newcastle-upon-Tyne, NE1 8XS  
Telephone: 0191 230 3305

### Date

### Courses

30 & 31 May 2006	Coaching Skills for Managers
14 & 15 June 2006	Tendering for Services
3 July 2006	Tenancies & Licences
6 July 2006	Protection of Vulnerable Adults
13 & 14 July 2006	Working with Challenging Tenants
6 September 2006	Financial Management: day 1
7 September 2006	Procurement & Commissioning
11 & 12 September 2006	Moving into Management Role
13 September 2006	Financial Management: day 2
20 September 2006	Financial Management: day 3
27 September 2006	Financial Management: day 4

## York

### Venue

York Council for Voluntary Service, Priory Street Centre, 15 Priory Street, York ,YO1 6ET  
Telephone: 01904 621 133 Website: [www.yorkcvs.org.uk](http://www.yorkcvs.org.uk)

### Date

### Courses

6 June 2006	Housing with Support: day 1
13 June 2006	Housing with Support: day 2
14 June 2006	Handling Violent & Aggressive Situations
15 & 16 June 2006	Assessment & Support Planning
20 June 2006	Housing with Support: day 3
27 June 2006	Housing with Support: day 4
13 July 2006	Professional Boundaries
4 September 2006	Risk: assessing & managing client risk
26 & 27 September 2006	Staff Supervision & Appraisal

## SITRA London

3rd Floor, 55 Bondway, London, SW8 1SJ  
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Central Services 020 7793 4711  
Finance and Personnel 020 7793 4712  
Policy 020 7793 4713  
General fax 020 7793 4715  
Training and Conferences fax 020 7793 4714  
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Charity Reg No 290599  
Company Reg No 1862908  
ISSN 0956-6678

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ODPM and the ALG.



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**Policy Officer (Housing & Support)**  
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**Conferences Officer**  
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**Open Prog. Training Administrator**  
Sophie Garrett

**Conferences Administrator**  
Madeleine House

**Acting Training Officer**  
Dawn Belton

**Finance & Central Services Manager**  
Berihu Mohammed

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.

**Human Resources Adviser**  
Nesa Muhammad

**Finance Adviser**  
Deborah Berger

**Finance Officer**  
Colin Reynolds

**Finance Officer**  
Edward Alli

**Office Co-ordinator**  
Gill Cotton

**Finance & HR Administrator**  
Bahia Dawlatly

**Membership & Office Services**  
Sarah Levy

**Finance & Committee Administrator**  
Joe Bachour

**Marketing & Quality Manager**  
Vic Rayner

## 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 (photo-copies 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](http://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, 3<sup>rd</sup> 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

Postcode

Phone

Fax

#### Send invoice to (name & address if different)

#### 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 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, delivery, monitoring and evaluation of services**