dialogue

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Other specialist training...

About Us

Young People come First!

It's that simple, whether we're supporting a home with an Ofsted judgement or providing supervision to an experienced RI, we keep this value central to the way we work. This honest, reflective, caring and non-judgmental approach is a value base we share with our customers and is why **dialogue** are trusted by so many local authorities, providers, commissioners and the regulator.

dialogue delivers a range of training and consultancy services specifically engineered for the complexities of the children's residential sector. Our curriculum is deeply rooted in the Children's Homes (England) Regulations 2015 and the evolving Ofsted Inspection Frameworks, providing the critical technical knowledge required for Registered Managers, Responsible Individuals, and Designated Safeguarding Leads. We move far beyond "tick-box" compliance, offering the analytical tools and strategic oversight necessary to navigate high-stakes environments. From preparing for rigorous inspections to managing complex safeguarding allegations and implementing the new Quality Standards for 16-17-year-old provision, **dialogue** ensures your leadership team possess the confidence and evidence-based practice required to achieve and maintain "Outstanding" outcomes, and more importantly to keep the young people at the centre of all the decisions.

Who is dialogue for?

You. All professionals who work with vulnerable children, children in care, and children at risk from any setting...

Wouldn't it be great to be part of a community that supports you and empowers children at the same time? Be stronger together with the ability to connect to your peers for advice, access training courses to enhance your skills, and receive 1:1 consultancy support – all designed to help you safeguard children who are vulnerable, in care, and at risk.

We get how challenging meeting best practices and assessment criteria can be, which is why our experts in children's rights and quality assurance have developed a complete digital support system for educators, carers, and guardians like you to join, anywhere.

Let's start a 'dialogue'...

Meet our Team

John Woodhouse, our managing director, has a background in management of residential children's homes, senior management experience in local authorities, and chaired the national organisation for children's rights officers and advocates. **dialogue** was founded with a central ethos to facilitate the cycle of learning and improvement for adults working with children and young people. John is a member of the board of NASAP and is also currently a member of the Expert Working Group on Care Standards for the Department for Education.

dialogue is made up of over thirty associates nationwide with in depth experience of their subject area. Most are still in practice so our delivery and expertise is current, relevant and makes a difference to young people. Our associates background include safeguarding managers, youth workers, residential managers, teachers, LSCB chairs, inspectors, best interest assessors, commissioners, assistant directors and directors.

We're proud to introduce you to some of our associate consultants over the next few pages ...

Meet our Team

Chris Freestone is a former director and inspector who provides training and quality assurance visits to settings caring for children countrywide. She has delivered well-received board training to the largest organisations in this sector with an ability to move effectively between stories of individual children and strategic decision-making.

Chris has been an inspector and compliance manager and understands the vital role of front-line processes in residential settings to keep children safe and support staff in doing so.

Kat Aukett has almost 30 years' experience in the care sector and has worked across most settings for young people, including residential care, health, charities and children's social care. Kat is a positive, value driven person, who believes that all children deserve excellent services to help them overcome the varied challenges that they face.
As an experienced Senior Leader of Operations, Services and Innovation, Kat exceeds expectations, delivering excellence in operations management, while improving the quality and calibre of services. Kat is compassionate and a solutions-oriented leader, with a demonstrated track record of success, managing and motivating teams to achieve strategic goals as well as proven operational management experience. Kat is an effective motivator, communicator, and facilitator with an inherent ability to manage all types of personalities, diffuse stressful situations, proactively resolve issues, and effectively interact with individuals on all levels and is instrumental in influencing and building positive strategic partnerships.

Meet our Team

Michelle Nicholson has a 20-year career in Children's Residential Services working with Children and has previously set up a children's home after working in long term secure home, a first of it's kind as a transitional children's home for young people to move to following their time in a secure children's home. Michelle has extensive experience of managing inspections and registering homes with Ofsted, with experience in policy writing, management of staff, delivering training and extensive safeguarding knowledge. She also has experience of supporting young people at significant risk of CSE and CCE. Michelle has a history of building strong multiagency care teams to ensure that young people have their needs met and are safe and advocates for young people at every opportunity in supporting them to have their voice heard.

Brian Smith has experience of over 40 years in social care to work with service providers to improve services to children. Brian is a qualified Social Worker and holds a PGDip Advanced Social Work, along with a Masters Degree in Social Pedagogy.

Brian has extensive experience of working in Senior Leadership roles within both Children's Homes and Supported Accommodation, taking responsibility for all aspects of delivering safe and regulatory compliant services as well as leading on Safeguarding practice in a variety of roles.

What drives Brian is a continued belief that we must do better in achieving positive outcomes for children in care and use the learning from all opportunities to improve the quality of life for these children.

Meet our Team

Steve Percival holds degrees in Education (MA) and Childhood and Youth Studies (BA Hons. First-class), a Level 5 Leadership & Management, a Work-based Diploma in Specialist Social Work with Children & Young People, Families and Carers (Durham University) and a Diploma in Supervision. Recently, Steve was a quality assurance manager within local authority children's services, line managing a team across ten regulated children's homes, before moving to commissioning. He has experience of providing quality assurance, turnaround and compliance management in regulated residential services, supported accommodation, secure accommodation and CQC registered services for young people and vulnerable adults, including Tier 4 CAMHS, and in the public, independent and third sectors.

Jacqui McCann is an Accredited Trainer, and a Safeguarding Consultant. She holds a Level 5 Diploma in Leadership and Management and is currently working toward an MA in Professional Practice with Children and Young People. Throughout the various studies Jacqui has completed, she has developed training packages in order to improve practice at all levels of individuals working with children who are looked after. Jacqui is passionate to ensure the voice of the child is at the center of practice and can offer bespoke training to specific areas of knowledge. Jacqui has specialised in working with children who have been impacted by exploitation and is an advocate to ensure their voices are heard their voices are considered in decisions made around their care.

Meet our Team

Rachael Courage is a trainer and consultant for **dialogue** and holds a masters degree in Social Work, as well as a level 5 NVQ in Management. Rachael has 20 years experience as a Social worker, and is currently practicing as a Chair for Child Protection Conferences for a Local Authority. She is an experienced trainer in child safeguarding, and child protection, and has managed sexual exploitation and missing services for Barnardos, including setting up services in new areas and working with Child Safeguarding Assurance Partnership around their strategic response to child sexual exploitation. Rachael has been the safeguarding lead for the children and young people's service within a hospice and has worked for the NSPCC delivering individual and group therapeutic interventions for children who have experienced abuse.

Dougie Stringer founder and Director of Skills 2 Thrive, draws on his lived experience of growing up in foster care and over a decade of professional practice as a Residential Support Worker, Personal Advisor, and Leaving Care Social Worker. He created Skills 2 Thrive—a life skills digital platform designed to empower young people as they transition out of care. Alongside this, Dougie leads Thrive Support, delivering in-person mentoring that blends his passion for sport with building resilience, confidence, and wellbeing in young people. Through both lived insight and professional expertise, Dougie has dedicated his work to driving meaningful change and helping young people thrive.

Meet our Team

Maxine Bryant has a 30 year history of working within the social/health care field, she has been a Social Worker for 23 years and has extensive experience of multi-agency/disciplinary working, undertaking holistic assessments on adults (parents) and children; and delivering group work; one to one interventions and training. She has worked in a variety of fields including criminal justice, mental health, learning disability and child protection (specialising in sexual abuse and domestic abuse).

Maxine is trained in working with children who display sexually harmful behaviour, by undertaking Aim 3 assessments, Technology Assisted Harmful Sexual Behaviour assessments, and delivering treatment/intervention in the HSB field. Maxine also has extensive experience in undertaking Fostering and Parenting assessments. Maxine is currently an Associate Lecturer and a Practice Educator at Plymouth University on the Social Work programmes; she also works on the BMBS (Batchelor of Medicine Batchelor of Surgery) at the Peninsula Medical School as a small group facilitator and reflective practice assessor.

Liz Cooper's lengthy career has been spent in health and social care. She initially started in nursing, registering as a children's, adult, and psychiatric nurse, spending several years as a Unit Manager. Liz is also a qualified teacher and has a Masters degree in Business Management. Liz was an inspector for 8 years and a Director and RI of a group of good and outstanding children's homes for 12 years. Prior to coming to **dialogue**, Liz has previously worked as DCEO and Chair of the CHA.

Meet our Team

Suzanne Cooper is an experienced and award-winning leader in children's social care, with a proven track record of driving quality, innovation, and outcomes across regulated and non-regulated services. With over 15 years of senior leadership experience, Suzanne has overseen the development and delivery of Ofsted and CQC-regulated provision, including children's homes, supported accommodation for care leavers, and complex adult support services.

She has successfully led large multidisciplinary teams, mobilised new services, and large contracts across multiple regions. Suzanne is highly skilled in quality assurance, safer recruitment, and service improvement, with a strong focus on trauma-informed practice, coproduction with young people, and integrated care pathways.

In 2024, she received a Women Achieving Excellence Award, and in 2025, was nominated for the Dedicated Director for Children and Young People Award, recognising her outstanding leadership and dedication to the sector.

Anne-Louise Pemberton. Following a career in front line operational roles and learning & development, Anne-Louise has a proven track record of recruitment and training experience across several sectors. She is a Founder member of The Safer Recruitment Consortium (SRC) and a senior trainer for The Lucy Faithful Foundation, the only UK-wide child protection charity dedicated solely to preventing child sexual abuse.

Memberships

Connect with your peers and get the training you need to help you safeguard children who are vulnerable and at risk

dialogue membership

Membership benefits:

- 50 Hours of CPD: Weekly Wednesday sessions (1–2pm) covering bite-size training, specialist modules, industry news, and expert guest speakers.
- 25% Training Discount: Save on individual training places across all open courses.
- Expert Advice: Free initial safeguarding and regulatory advice from our experienced team.
- Bulletin: Regular insights, compliance updates, and best practices delivered to your inbox.

We offer three flexible membership tiers tailored to your specific organisational structure and requirements.

Individual £99+vat per year	Whole Home £395+vat per year	Whole Organisation POA
Designed for self-funded or solo professionals. Valid only for the named individual.	Covers everyone within your specific children's home. Your entire team can attend the weekly CPD sessions (all together or picked by subject) and access standard training discounts. Plus, enjoy an extra 10% off our training and consultancy fees.	Covers everyone across your entire multi-site or large organisation. We scale the pricing to your size, making it a much more cost-effective option than buying multiple Whole Home plans. Contact us for a bespoke quote.

Memberships

Independent Person Network £99+vat per year

What's Included:

- Four 3-Hour Sessions: Regulatory updates, peer support, and guest speakers.
- Network & Visibility: Online forum access and inclusion in our provider directory.
- Support & Advocacy: Free safeguarding/regulatory advice and Ofsted/DfE representation.
- Perks & Events: Training/advertising discounts and an annual forum event.

Regional Memberships

These communities create opportunities for sharing best practice, ideas and problem solving, reviewing regulations and standards, mutual support and networking and links for sharing training.

South West Registered Managers forum £210+vat per year

What's Included:

- 3 Forum Meetings: South West-based networking events with expert speakers and lunch included.
- Free Initial Advice: Expert guidance on regulation, inspections, and running an effective home.
- Discounted Training: Exclusive lower rates on our open professional development courses.
- **FREE** dialogue membership: Online weekly meetings running 1-2pm every Wednesday.

South West RI Network £249+vat per year

What's Included:

- Fortnightly Online Support: on Wednesdays at 10am (joined once per monthly by commissioners).
- Quarterly Face-to-Face Meetings: Strategic, member-led agendas with lunch included (currently held in Exeter).
- Focused Discussions: Peer reflection on the RI role and managing Registered Managers.
- Discounted Training: Exclusive lower rates on our open professional development courses.

Memberships

New Regional Membership

East England Regional Leadership forum

£199+vat per year

What's Included:

- 3 Forum Meetings: East England-based networking events with expert speakers and lunch included.
- Free Initial Advice: Expert guidance on regulation, inspections, and running an effective home.
- Discounted Training: Exclusive lower rates on our open professional development courses.
- **FREE** dialogue membership: Online weekly meetings running 1-2pm every Wednesday.

Regulation 44 visits

dialogue offers a strongly focused, quality-driven Regulation 44 service tailored to the unique needs of residential settings, moving beyond a generic approach. Led by Steve Percival, our model draws on deep expertise in children's residential care and regulated standards.

We believe that independent visits should offer more than basic compliance. By establishing clear expectations from the outset, our Regulation 44 service provides a "critical friend" perspective, aligned with your home's specific development. This collaborative approach ensures our visits deliver meaningful oversight, helping Registered Managers recognise progress and address challenges before they escalate, rather than simply completing a monthly checklist.

To get in touch

- Email: admin@dialogueltd.co.uk
- Phone: 01803 493030

What We Deliver:

Service Component	How We Support You
Monthly Visits	A thorough on-site review of your home. We talk to the young people and staff to get a true picture of daily life and the quality of care being provided.
Evidence-Based Reports	You will receive a detailed report following each visit. These are written to be clear, objective, and ready for submission to the regulator.
Support	We will work with you to monitor actions. This ensures there is a clear trail of improvement for your next inspection.

Consultancy support

Opening a home

We can help you appraise property, interview senior staff, develop your procedures and prepare for regulatory visits and interviews. This is your vision for your home, so our support is bespoke, capacity building and always focused on the experience and progress of young people.

Supervision, coaching and appraisal

A supportive culture needs leaders who feel properly supported. We match our consultants to your leaders; to create confidential and developmental services to build confidence and skills, share thinking on decisions and create strong, effective, measurable plans for progress.

Independent investigations

dialogue have significant experience in exploring allegations about staff and other safeguarding investigations. We then provide a reliable, impartial and confidential report (within the boundaries of child protection procedures) to your senior leaders and keep to prompt, focused timescales to reach the right resolution.

Compliance

We work with children's homes who have received a compliance notice or inadequate inspection judgement, to create immediate plans to keep young people safe and support you to recovery. With decades of experience and drawing on the skills of former Ofsted inspectors, and links where necessary to legal advice, our team will help you reflect on the regulator's findings, determine a plan, put it into practice and provide clear evidence of the progress you make.

To get in touch

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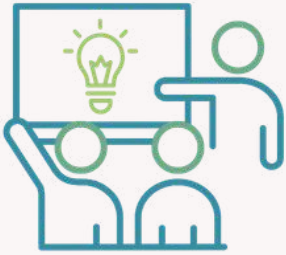
Responsible Individual

This course is designed to meet the needs of aspiring, new and experienced Responsible Individuals for Children's Homes. The course is a series of very practical, live online sessions addressing the day-to-day life of the RI with lots of reflection and embedding practice between the sessions.

- **2 day course, delivered as six 2-hour sessions**
- **£199+VAT per person (members rate)**



The course:

- **Session 1** – Introduction, approach & key questions.
- **Session 2** – Assessing the quality of care.
- **Session 3** – Safeguarding.
- **Session 4** – Quality assurance & children's involvement.
- **Session 5** – Workforce & partners.
- **Session 6** – Using research & development.

Participants can opt to complete a portfolio with tutorial support. The assignments provide useful evidence for Ofsted on your continuing personal development, but more importantly, offer an opportunity to reflect on the role with personal support and challenge.

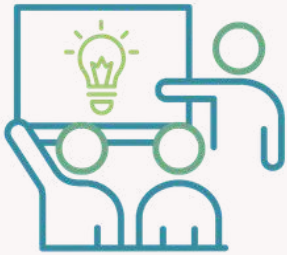
Check Upcoming Dates & Book Here

Fit Person Interview Preparation

This short course has been developed in response to learning from the **Registered Manager vacancy rate research** dialogue conducted with input from 378 leaders and managers across the sector. Ofsted were part of the Independent Steering Group and heard the feedback on the worries managers carry into this important meeting.

This course builds confidence and explores the purpose of the interview, the areas that are likely to be covered, and how you can best prepare yourself to showcase your relevant experience and skills. This is suited for both Children's Homes and Supported Accommodation.

- **Half-day course**
- **£99+VAT per person (members rate)**



What the course covers:

- Defining the fit person interview.
- Core business – what is always covered.
- Preparation & reflection – considering how inspectors tailor the FPI to your application.
- Sample questions & practice.
- Holding your own and building confidence in your approach.

Check Upcoming Dates & Book Here

Optional Coaching - Fit Person Interview Preparation

To build directly on the learning from the course, participants are offered an optional one-to-one coaching session with a consultant.

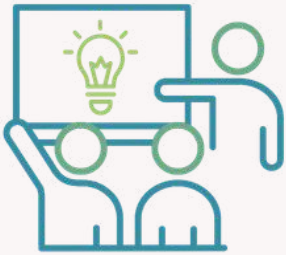
This session is designed to:

Review Documentation: Participants are encouraged to share their SC1 document (and ideally their Fitness and Propriety Questionnaire – FPQ) beforehand for a half-hour desktop review by the trainer. This helps proactively identify and address potential gaps an inspector might question.

Build Confidence: A dedicated one-hour session focuses on coaching and building confidence in answering regulatory and inspection-style questions. (Please note: This is a coaching session, not a mock interview.)

Action Plan: Following the session, the trainer will dedicate a final half-hour for admin and write to the participant offering specific feedback and actionable next steps.

- **One-to-one coaching session**
- **£199+VAT per person (members rate)**

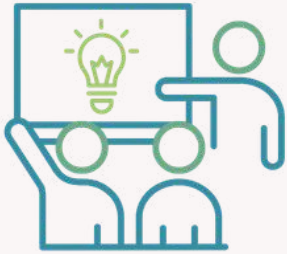


Contact us to arrange an individual session with our consultant

Experienced Registered Managers

This 8-day course is aimed at individuals already established in the Registered Manager role. Building on the learning from an in-depth survey of 378 leaders and managers, it addresses the key issues leading to burnout and a high level of stress. The course explores how we hold the role, work to connect the power and resilience of your organisation, managing the inspection process and key skills development to improve risk management, reflection and performance across your team.

- **8 day course**
- **£750+VAT per person (members rate)**



In this course, we'll be covering the following topics at a senior/experienced level:

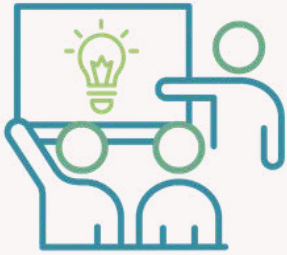
- Reviewing your role as registered managers, DSL, and the roles and responsibilities of the responsible individual.
- Building organisational resilience, Leadership styles and team roles.
- The strategic leader, leadership and culture.
- Case study day – work through a set of case studies.
- Learning from history- safer organisations and safer recruitment.
- Managing the inspection process.
- Managing risks.
- Reflective supervision and performance management, Reflection and action planning.

Check Upcoming Dates & Book Here

New and Aspiring Registered Managers

This 8-day course with a highly experienced former manager builds managers' knowledge and skills across key areas of the role, from preparing and maintaining the home's documentation to building the culture required to lead your team. It's aimed at Registered Managers in their first year of the role and at deputies and similar, who are being prepared for succession.

- **8 day course**
- **£750+VAT per person (members rate)**



In this course, we'll be covering the following topics at an introductory level:

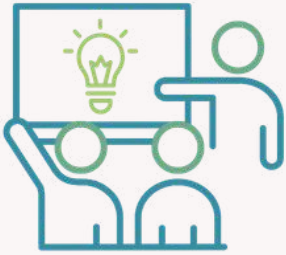
- Key principles of residential care, the registered manager's roles and responsibilities.
- Key document session SOP, Location Risk Assessment, Young person Guide, etc.
- Legislation.
- All about Ofsted and inspection.
- Case study – work through a set of case studies to embed practice.
- All the R"s – 40', 44;s and 45's. Workforce development plan and home development plan.
- Language that cares and reporting and recording standards.
- Learning from history- safer organisations: Reflection and action planning.

Check Upcoming Dates & Book Here

Directors, the Board and Safeguarding

Running a business supporting children living away from home is a serious endeavour and requires more than just a monetary investment. Successful children's care away from home is skilled, value-led work and requires an understanding of the requirements at every level of the organisation.

- **1 day course, delivered as two 3.5-hour sessions**
- **£120+VAT per person (members rate)**



This new course from dialogue, one of the leading training organisations in the country, ensures Directors not in Responsible Individual positions have a proper understanding of their regulatory responsibilities to ensure settings are well-led, safe and help young people achieve.

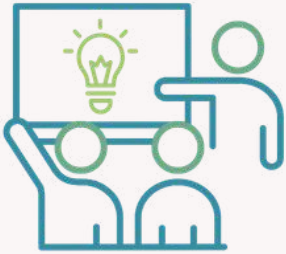
Suitable for: Directors of children's homes, independent fostering organisations, supported accommodation, and residential family centres who are not in a named regulatory role (RI/NI).

Check Upcoming Dates & Book Here

Safeguarding Lead training (Level5)

It's crucial that your leaders and managers have a thorough understanding of safeguarding. This course is suitable for RMs, RSMs, RIs, NIs, deputies, assistant managers, regional leads, and other key safeguarding staff. While foundational safeguarding training is required for all, it often fails to provide the advanced skills in analysis and communication needed for confident, high-stakes judgement calls. Our in-depth course is aligned with guidance and built on the experience of hundreds of leaders who have completed it.

- **2 day course, delivered as four 3-hour sessions**
- **£199+VAT per person (members rate)**



Course content:

- Introduction, review of safeguarding culture, strategy, and challenges in the leadership role.
- Managing risk, assumptive models, recognising bias, and using professional curiosity.
- Strategic management and reflection, including Root Cause Analysis, incident analysis, and review.
- Developing a future safeguarding strategy and adult safeguarding.

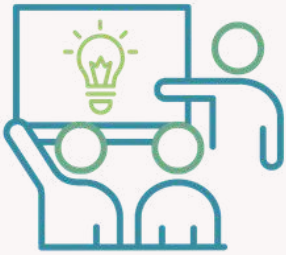
We are delivering a **top-up session** for those who have already completed Safeguarding Lead training (level 5). This session will cover further CPD with a focus on safeguarding and short break previsions as well as disabilities.

Check Upcoming Dates & Book Here

Safeguarding Supervision

This course helps structure and approach supervision using an established supervision model to empower staff and focus on the experience and progress of young people. Designed by highly experienced senior managers, the course addresses key dilemmas in balancing the needs of the organisation, the employee and the young people to create a different kind of conversation which both supervisees and supervisors find effective.

- **2 day course, delivered as four 3-hour sessions**
- **£199+VAT per person (members rate)**



Supervisors will:

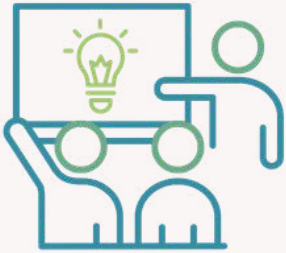
- Understand the principles behind supervision models.
- Recognise and apply reflective supervision.
- Undertake dynamic risk assessment during supervision.
- Create clear, focused and reviewable plans and actions.

Check Upcoming Dates & Book Here

Safeguarding Children (Level 3)

This group 3 course equips participants with a sound approach to safeguarding children. Beginning with values, culture and listening skills, the course equips workers with the knowledge and skills to identify, listen and respond to safeguarding concerns. We link to local policies and procedures and walk practitioners through the steps required to make a referral to children's services, what to do if they are still worried, and some of the dilemmas, pitfalls and particular vulnerabilities when working with children and young people in care.

- **1 day course, delivered to your team of up to 20 staff**
- **Contact us for a quote**



Course content:

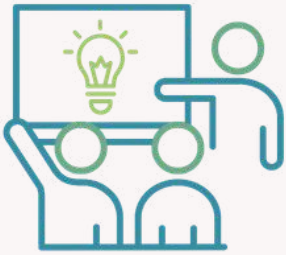
This course covers the training requirements in Working Together, including identification of abuse and neglect, early help, factors at home, referrals and communication between agencies and effective intervention, especially where workers encounter resistance and reluctance. We recommend that staff also access multiagency training through their local safeguarding children board.

Check Upcoming Dates & Book Here

Managing the Inspection Process

As the Ofsted landscape continues to change, particularly for our colleagues in residential care, this training will look at the inspection of children's homes in detail, seeking to define and broaden our understanding of the process. Ultimately, this training will seek to empower and embolden, providing knowledge and practical support to help you manage your inspection.

- **1 day course**
- **£99+VAT per person (members rate)**



Course content:

- The basics – types of inspection, their process and judgements.
- The holy trinity – regulation, statutory guidance and framework.
- Preparation and evidence gathering – closing down key lines of enquiry, the use of regulation 40 notifications, and when to walk away.
- Escalation and representation.

Check Upcoming Dates & Book Here

Serious Incidents - Bitesize Session

There's a duty on providers to notify Ofsted of serious incidents, but when is serious "serious"?

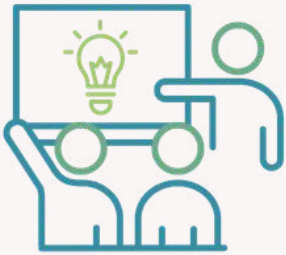
Our bite-size sessions explores the regulation, draws on experience and additional clarifications, and follows the process through from incident to evidencing the learning required for good practice in difficult times.

We run a session on Regulation 40 notifications for Children's Homes.

These are **FREE for dialogue members**.

Non-members' fee for attending one of these sessions is **£15+vat**.

- **1 hour bite-size session**
- **Free for dialogue members**

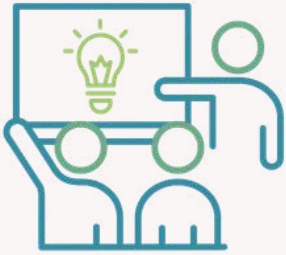


Check Upcoming Dates & Book Here

Review of Quality Training

At the centre of quality assurance of your setting is a regular review by the manager, shared with Ofsted, of the quality of services offered.
Is putting this significant document together a significant endeavour? We'll explore how to examine and analyse, separating the report from the review, and think about how Ofsted uses the report. This programme aims to offer solutions by emphasising explanation, legislation, SCCIF, sharing of experiences, learning from one another, and examples to back them up.

- **1 day course**
- **£120+VAT per person (members rate)**



Learning outcomes:

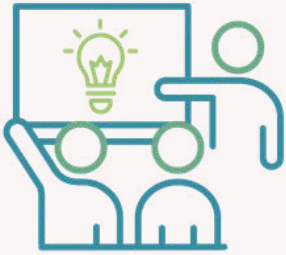
- Improve understanding of the legislative requirements for quality review reports across all legislation and guidance.
- Recognise and understand why this is such an important document.
- Be able to identify the key elements- what's needed and why?
- Evaluate and Analysis- what does this mean in practice?
- Gain an understanding of how to prepare and plan your review.
- Identify and take back key themes for your individual homes.
- Gain and discuss with peers an understanding of the tools to use to prepare and complete.
- Decide what should be in the report.

Check Upcoming Dates & Book Here

Safer Recruitment

People in any organisation can use their position of trust to abuse vulnerable children and adults. Others do not hold true to their values and neglect the people they work with or fail to speak up. This course looks at how to run a recruitment process that puts as many barriers in the way of potential abusers as possible in order to keep service users safe. This course is essential CPD for Registered managers, proprietors and other staff involved in recruitment (e.g. HR staff, administrators, trustees) in regulated settings.

- **1 day course, delivered as two 3.5-hour sessions**
- **£120+VAT per person (members rate)**



Course content:

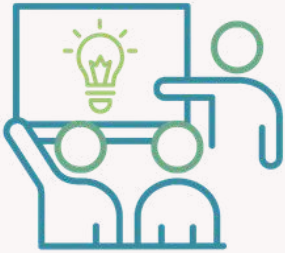
- Safer recruitment and the wider context of safeguarding.
- Prevalence of abuse and profile of abusers.
- How abusers operate within organisations.
- Features of a safer recruitment process.
- Making the right decisions: interview and selection.
- Maintaining an ongoing culture of vigilance.

Check Upcoming Dates & Book Here

Managing Allegations

While guidance requires regulated settings to follow safeguarding procedures when a child may have been harmed by a member of staff or volunteer, our research found that a quarter did not offer managing allegations training and only a third had received personnel training. This course will ensure managers have the skills to prioritise the safety of children and young people, work within interagency procedures and guidance and properly support their staff through proportionate decision-making and a caring approach.

- **1 day course, delivered as two 3-hour sessions**
- **£120+VAT per person (members rate)**



Participants will:

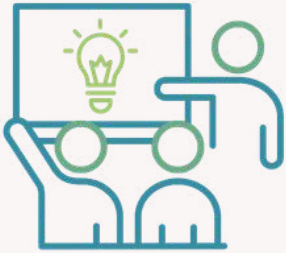
- Determine the difference between a complaint, a quality of care issue & an allegation.
- Make analytic and effective referrals to the LADO.
- Undertake internal investigations in line with interagency guidance.
- Participate effectively in strategy discussions.
- Make proportionate and evidenced decisions about suspension.
- Work positively with young people, parents and other agencies.
- Lead work under disciplinary and capability procedures.

Check Upcoming Dates & Book Here

Regulation 44

Our specialist training for Regulation 44 visitors is popular and challenging. We support new visitors to understand the role, the application of regulations, the process of planning and undertaking visits and the emphasis on seeing the home from the young person's point of view. The courses also deal with the challenges of being an independent visitor, the value of being a critical friend to leaders and managers and the craft of creating a clear, developmental and challenging report for the home.

- **2 day course, delivered as six 2-hour sessions**
- **£120+VAT per person (members rate)**



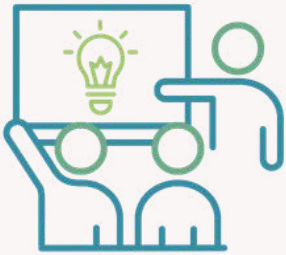
Our full 2-day training courses give visitors from all over the country the chance to get together for shorter sessions. Our approach is interactive with plenty of opportunities for conversation and questions. Often, visitors will take away elements from each session to reflect on or practice and return to the next session for a more informed discussion.

Check Upcoming Dates & Book Here

Leaving Care

A practical guide to supporting young people in care to create the networks and skills to thrive. This training intends to empower staff in residential children's homes to ensure young people in their care are provided with the best transition to in(ter)dependence. This is a challenging time for all young people, and the more we plan for life beyond care, the better chance a young person has of reaching their potential.

- **1 day course**
- **£120+VAT per person (members rate)**



By the end of this course, participants will:

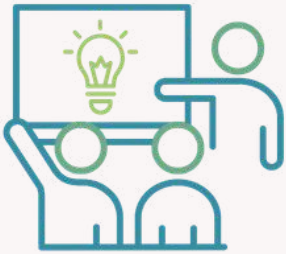
- Have reflected on the context and nature of young people and how their needs impact their leaving care journey.
- Understand the legal requirements, rights and practical steps put in place at each step for young people.
- Have improved skills in working with young people to unlock their potential.
- Remain aspirational for young people, while developing concrete steps to help them achieve.
- Be confident in developing contingency plans for common things that can go wrong.
- Be able to navigate a wide range of resources to support young people into other forms of accommodation.

Check Upcoming Dates & Book Here

Online Safety Residential Leads (level 1)

The risks associated with an ever-expanding online world are significant, but how do we ensure that children and young people can embrace new technology whilst remaining safe? Aimed at anyone working with children and young people in residential settings and wanting to expand their knowledge of current issues in online safety, this course considers where the risks lie and how to work with children and young people to keep safe online.

- **1 day course**
- **£99+VAT per person (members rate)**



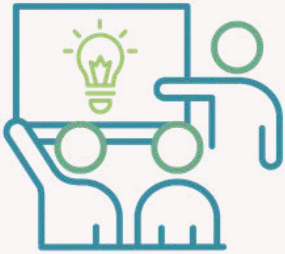
This online safety training session provided by SWGfL is designed for professionals working with young people in residential settings, to familiarise themselves with the current online safety landscape, covering technologies and the behaviours that develop around them. We will provide an overview of current trends, threats and issues, as well as outlining statutory obligations and signposting useful resources and support.

Check Upcoming Dates & Book Here

Dynamic Risk

Safeguarding is a live, dynamic activity that unfolds continuously as you work. Recognising and planning for risk are absolutely essential, but we must also train and trust our dedicated staff to confidently and effectively respond to situations as they arise. This course explores how to equip your team with the necessary critical knowledge and abilities to conduct a structured and thorough risk assessment. This aids in the decision-making process, ensuring proportionate actions and better outcomes for all.

- **1 day course, delivered as two 3-hour sessions**
- **£99+VAT per person (members rate)**



Participants will:

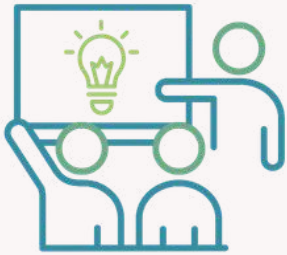
- Break risk into component parts using known information and linking this to potential interventions.
- Adopt a structured approach to risk assessment, informed by both professional judgement and standardised tools.
- Analyse information, develop and test hypotheses, and evidence conclusions with reference to theory, research, acquired knowledge and facts of the individual case.
- Link risk assessment to the legal framework and threshold tool to help decide on necessary actions.

Check Upcoming Dates & Book Here

Introduction to Harmful Sexual Behaviours

Young people in care have a greater need for protection, but may also have had experiences which create the conditions for them to pose a risk to others. This course examines the real dilemmas in working with young people, how to begin to identify risk, and keeps a strong focus on the rights to a healthy childhood for all the young people involved.

- **1 day course**
- **£120+VAT per person (members rate)**



Course content:

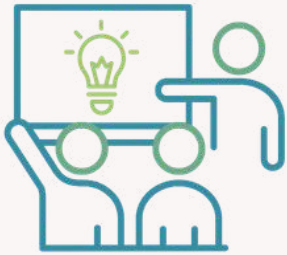
- Improve their practical knowledge and confidence in dealing with Harmful Sexual Behaviours (HSB), distinguishing between typical and problematic sexual activity.
- HSB prevalence, the increasing role of technology, and the complexities of Technology-Assisted Child Sexual Abuse (TACSA) are covered.
- The impact of professional biases and HSB on families is addressed.
- Develop confidence in responding to young people, and using assessment tools to create safety and intervention plans.

Check Upcoming Dates & Book Here

Relationships, Sex and Consent

While young people in care and leaving care are at higher risk of sexual exploitation, abuse, early sex and teenage pregnancy, they often miss out on sex and relationships education through absence from school, being away from parents and a lack of clarity and confidence in who should be talking to them about sex. Relevant to anyone offering support, services, education and advice to young people, including where professionals may have to discuss sex and relationships with young people, and this particular course will be focused on children in residential care and supported accommodation.

- **2 day course, delivered as full days on site, for teams of up to 16 people**
- **Contact us for a quote**



Course content:

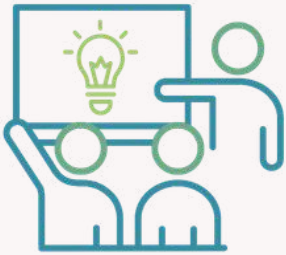
- Provides participants with a toolbox of activities to use with young people in one-on-one and group settings.
- Examines the causes and effects of early sex and current research findings.
- Enables participants to talk to young people about relationships, sex and readiness with greater ease and confidence.
- Helps participants gain skills to hand on to young people in how to say 'no' and resist pressure.

Check Upcoming Dates & Book Here

Responding to Drugs, County Lines & Child Criminal

We understand how challenging it can be to prevent children and young people from becoming involved in what may exploit them, causing lasting harm and trauma. Even more so, how to intervene, disrupt, and safeguard them when they are embroiled. This course prioritises 'understanding', with a focus on what creates the risks, how to spot this evolving, and what to do with what you know. Attendance will leave you better informed & better prepared, with enhanced confidence to respond.

- **2 day course, delivered to your team of up to 20 staff**
- **Contact us for a quote**



Course content:

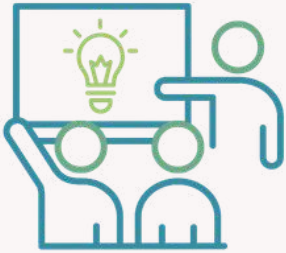
- Drugs: substance understanding.
- County Lines & Gangs.
- Social media and digital.
- Weapons.
- Procedure & practicalities.
- Prevention v Cure.

Check Upcoming Dates & Book Here

MCA & Deprivation of Liberty Safeguards

With case law having changed the landscape around mental capacity and deprivation of liberty significantly in recent years, it is important that leaders and staff are aware of how their actions in relation to the young people in their care may result in decisions which come under the remit of mental capacity and may potentially be depriving a young person of their liberty. This course will provide an understanding of the law and its implications for decision-making.

- **1 day course**
- **£99+VAT per person (members rate)**



Objectives:

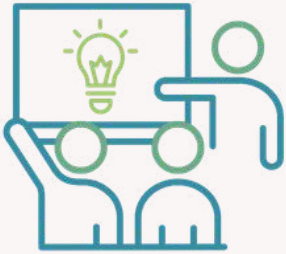
- To be able to use a range of data and case studies to determine the current national picture.
- To exercise curiosity in the management of depriving a child of their liberty.
- Understanding the expectations of information requests.
- To drive planning for children and their next steps.

Check Upcoming Dates & Book Here

Safeguarding Self Harm

At least 13% of 11–16 year olds may self-harm. All agencies must identify risk, communicate, and intervene effectively to protect young people, especially those in care who are highly vulnerable. Delegates will explore the emotions behind self-harming behaviour and learn how to manage and effectively communicate with children and young people who self-harm in the community or residential settings.

- **1 day course, delivered to teams of up to 20 staff**
- **Contact us for a quote**



Participants will:

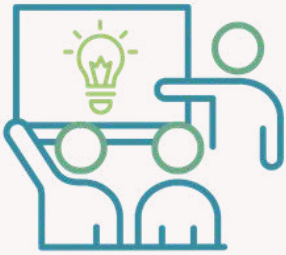
- Understand the context of self-harm, including definitions, risk factors, personal biases, and the media's contagion effect.
- Gain practical skills in risk assessment, discussing suicidal ideation, creating safety plans, and responding effectively to immediate crises.
- Explore and apply techniques (distraction, delaying) and support services, recognising the importance of self-care and reflective practice when supporting vulnerable youth.

Check Upcoming Dates & Book Here

Substance Misuse

Are you concerned about the impact of drugs on the young people in your care? Our course provides essential information and practical guidance to help them navigate the complexities of substance use. Learn about the latest data, risks, and effects of common substances, as well as strategies to reduce harm and promote healthy decision-making. Equip yourself with the tools to have open conversations and support young people on their journey to a safer future.

- **1 day course**
- **£99+VAT per person (members rate)**



Course content:

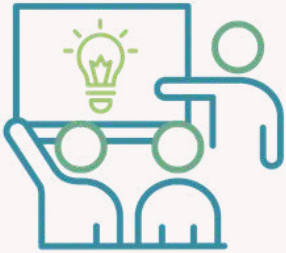
- Understanding the Context: Review current data, issues, and the impact of the adolescent brain. development of risk-taking and substance use.
- Core Knowledge: Understand the risks and effects of commonly used substances, the relationship between substance use and mental health, and the concept of addiction.
- Practical Intervention: Learn effective strategies for managing risk, initiating difficult conversations with young people, and signposting.

Check Upcoming Dates & Book Here

Young People Going Missing

To keep young people safe, agencies and professionals need to be proactive to help prevent missing episodes. Reporting them as missing to the police does not resolve the reasons or reduce the recurrence as to why they were not where they were expected to be. Every effort should be made to prevent a young person or child from going missing in the first place, and this course aims to reduce the likelihood of these events occurring, whilst equipping you with the knowledge and skills to support young people in returning should these unfortunate circumstances occur.

- **Half-day course**
- **£62+VAT per person (members rate)**



Learning objectives:

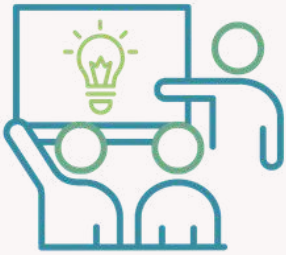
- Why young people go missing.
- What we can do to pre-empt, intervene and learn from missing incidents.
- Young people's perspectives on what would help.
- Identify risks associated with going missing.
- Understand a contextual safeguarding approach.
- Use the levels of intervention model before, during and after missing episodes.

Check Upcoming Dates & Book Here

Return Home Interviews

Children and young people who go missing or run away can be at risk, and return interviews are a way in which this – or any actual harm – can be uncovered and dealt with. A return interview is an in-depth conversation with a young person who has run away. It should be led by an independent, trained professional whom the young person trusts. The statutory guidance states that local authorities and residential care organisations must offer an independent return interview to all children who run away or go missing from their family home or care.

- **Half-day course**
- **£52+VAT per person (members rate)**



Learning outcomes:

- Engage young people in impactful return home interviews.
- Understand and address the reasons why a child has run away, such as abuse, neglect or exploitation, involvement in gangs or crime, use of alcohol or drugs.
- Identify harm that may have occurred while the child was away.
- Work with others to identify actions to reduce the need for young people to be missing.
- Follow a clear process for undertaking and writing about return home interviews.

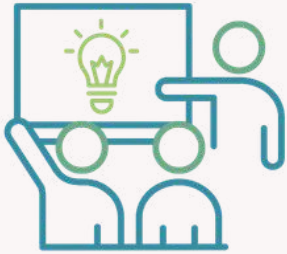
Check Upcoming Dates & Book Here

Supervised Contact with Families

Family time is important for all of us. For some young people, especially those in care, time with families brings complications, and in some cases, this time needs to be supervised.

This course explores how to create the right environment for safe, positive time with families. It equips supervisors with tools to understand the risks, plan ahead, respond effectively in a child-centred way and make an effective record.

- **1 day course, delivered as two 3.5-hour sessions**
- **£99+VAT per person (members rate)**



An important course for anyone spending time with children, young people and their families, this has been highlighted as an Ofsted requirement for children's homes, facilitating 'supervised contact'.

The course will cover:

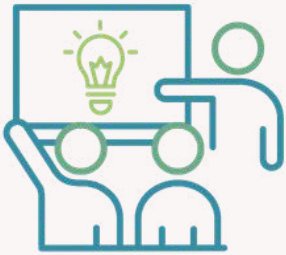
- Understanding care plans.
- Risk assessment & intervention.
- Court issues, including 'reasonable contact'.
- Writing a good contact report for court.
- Facilitating positive experiences.
- Dealing with the unexpected.

Check Upcoming Dates & Book Here

Child Protection with Disability

Young people with disabilities are almost four times as likely to be abused or neglected. In residential care, the risk rises further due to the number of people involved in their care. This course focuses on the experience of children and young people, the factors behind the increased risks and how to address them.

- **1 day course, delivered as two 3.5-hour sessions, for teams of up to 20 staff**
- **Contact us for a quote**



Learning outcomes:

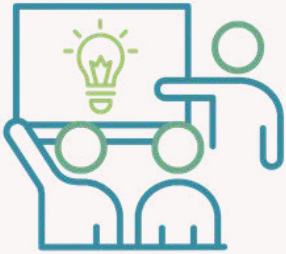
- To be able to describe the definitions/content associated with additional needs and safeguarding
- To be able to outline the safeguarding culture which will be most effective for these children and young people.
- Keep children's experience at the centre of the process.
- To extend your knowledge base on how we hear and understand what children and young people with additional needs are telling us.
- To review your own capacity to make judgements which are in the best safeguarding interests of children and young people.

Check Upcoming Dates & Book Here

Smoking and Vaping Cessation

This training will provide staff with evidence-based knowledge and skills to make a positive impact on young people and demonstrate that their health outcomes are a top priority. Both managers and staff will have the opportunity to review and reflect on their policies, organisational strategies, and performance related to smoking and vaping cessation.

- **1 day course**
- **£99+VAT per person (members rate)**



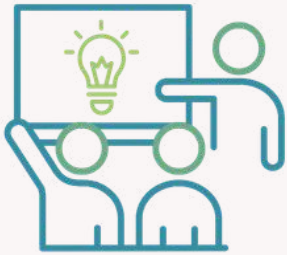
Smoking and vaping rates among young people in care can be up to 23 times higher than those of their peers, while staff training and confidence to intervene remain limited. In 2023, 20.5% of children aged 11-17 had tried vaping, a significant increase from 15.8% in 2022 and 13.9% in 2020. This course aims to support the development of comprehensive strategies that promote adherence to smoke-free and vape-free policies within residential homes for looked-after young people, and empower staff to intervene and connect our young people with the appropriate support pathways.

Check Upcoming Dates & Book Here

Trauma Informed Residential Care training pathway

We've been working with our team to develop a trauma-informed pathway for organisations working with young people with a history in care to build the capability and confidence of your teams' work with children and young people.

We've individual and organisational pathways with options for those new to trauma-informed work, and for highly experienced people. You're more than welcome to contact us and devise a bespoke package to meet the needs of your setting now and in the future.



There are a range of courses available on our Trauma-Informed Residential Care Training Pathway. Some are run by us and others by our partners, Trauma Informed Services. You can currently book a commissioned course for:

- Introduction to Therapeutic Parenting
- Trauma-Informed Practice (for your teams)

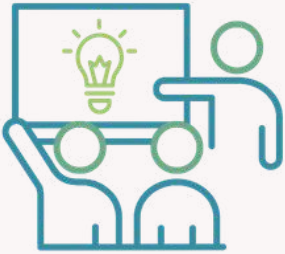
To book the Level 3 or Level 4 Award in Trauma-Informed Practice for Children and Young People, please contact Darren Beattie at darren.beattie@traumainformedservices.co.uk. Be sure to mention dialogue to receive a discounted rate.

Check Upcoming Dates & Book Here

Behaviour to Understanding: Formulation & Resilience in Therapeutic Care

Every young person in residential care carries a story. Some chapters are painful; loss, trauma, neglect, broken attachments. Other chapters hold strengths, hopes, and the potential for a different future.

- **1 day course**
- **£120+VAT per person (members rate)**



This practical, engaging one-day course introduces the powerful framework of psychological formulation, a structured way to understand the "whole child" using the BioPsychoSocial model and the 5Ps (Presenting, Predisposing, Precipitating, Perpetuating, Protective).

Using the memorable metaphor of Thor from the Avengers movies (Versions A, B, C, and D), you will learn how a young person's past shapes their present behaviour, and how you can help them build a future vision of their best self.

You will leave with:

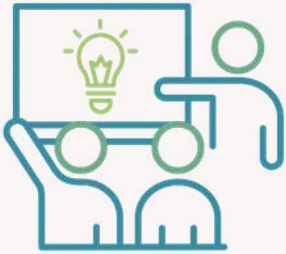
- A clear, usable tool to understand any child's behaviour in context.
- The confidence to contribute to multi-agency care plans.
- Practical strategies to co-create safety plans and future goals with young people.

Check Upcoming Dates & Book Here

Curiosity, Courage and Care

Children living in residential care are among those most at risk of misuse of power. The intersection of care experience and racism creates powerful dynamics that require active professional attention to resolve. At this time, Black young people in care are often failed by the structures and sometimes the people around them, resulting in discrimination, exclusion, isolation and the direct impact of institutional racism, such as the inordinately high incarceration of Black, care experienced young people.

- **2 day course, delivered as three sessions**
- **£199+VAT per person (members rate)**



This 2 day program of learning positions anti-racist practice not as an optional “add-on” but as central to ethical, relational and trauma-informed residential care. It encourages staff to move from awareness to intentional action through curiosity, courage, care and accountability, ensuring that Black and racially minoritised children experience residential settings as places where they are genuinely seen, heard, protected and valued.

Check Upcoming Dates & Book Here

dialogue

Want training on something else?

Face to face training, virtual, at your setting or in our venue, we're ready to support you and your team.

For a full list of training topics to support the residential children's homes sector, please visit www.dialogueltd.co.uk/residential/

We also design bespoke courses to meet the needs of you and your staff. Do get in touch to discuss.

We're looking forward to hearing from you.

01803 493030

admin@dialogueltd.co.uk

www.dialogueltd.co.uk