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About Us

It's that simple, whether we're supporting a home or supported accommodation with an Ofsted judgement or providing supervision to an experienced RI or NI, we keep this value central to the way we work. This honest, reflective, caring and non-judgemental 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 is made up of over twenty associates 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 include safeguarding managers, youth workers, residential managers, teachers, LSCB chairs, inspectors, best interest assessors, commissioners, assistant directors and directors.



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'...

A decorative graphic at the bottom of the page consisting of several overlapping, curved, wavy lines in shades of green and blue, creating a sense of movement and flow.



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.

Inspections commencing was always going to prove a challenge for a sector that is being asked to adapt so much, and with limited support. We've been working with providers alongside NASAP to help them adapt, review referrals to ensure they're appropriate, help with the bitesize sessions and, for some providers, work with them to quickly address compliance issues and get them back on track. One provider commented it has been "such a learning curve" to work with dialogue who are **"immensely objective... fantastic... calm and immeasurably knowledgeable about an array of Ofsted compliance"**

Not had your inspection yet? Do get in touch for a pre-inspection visit. We'll work with you with honest and constructive advice to ensure you are as ready as you can be.

dialogue has been a NASAP partner since the start – we helped set up the Wednesday sessions and set the pathway for an amazing organisation that brings the whole sector together. We will continue to volunteer the time to be with you through the changes 2025/6 will bring. John Woodhouse, our director, remains on the Board and NASAP members get discounts on all of our training.



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 its 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

Suzanne Coy is an independent person working for dialogue. She 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, she 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.



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.



Meet our Team

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 offers a demonstrated flair for innovation while creating and developing community services to improve and sustain change outcomes. 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.





Pre-registration consultancy support

dialogue offers a strongly focused, quality-driven Independent Person service tailored to the unique needs of supported accommodation settings, moving beyond a generic approach. Our model, led by Steve Percival is built on expertise in children's residential care and regulated standards.

To get in touch

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Safety and Trust and A Quality Model Built for You

Your safety and that of the young people in your care are paramount. We follow a strict safer recruitment process. For their first visit, our independent person will show you their driver's license and provide the details necessary for your home to carry out an online DBS check. We begin by having a conversation to agree on the clear outcomes you want to achieve as well as the responsibilities of each organisation.

What We Deliver: Your Comprehensive Support Packages

Service Component	How We Support You
Regular On-Site Visits	A visit(s) to your setting, lasting about 3–4 hours. The independent person will complete a thorough review and write a short report during their visit and away from your setting.
Individual Supervision	1½ hours of individual supervision are provided by an experienced person every time for consistency. This can be done online or face-to-face.
Bespoke Training	We offer cost-effective training that's aligned with the needs of supported accommodation settings and your staff. We can even deliver these courses alongside our regular visits to your setting.



Introduction to Supported Accommodation

It's crucial that staff get the training they need to deliver high quality services that really make a difference to young people. This course is aimed at organisations new to Supported Accommodation, staff being prepared for management through succession planning etc. and leads into more in depth training (so doesn't replace safeguarding training for example).

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



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

- Statement of purpose.
- Keeping young people at the centre of all you do.
- Working in regulatory settings – Policy framework.
- Safeguarding requirements.
- Support plans (and when to provide care)
- Accommodation standards.
- Referrals.
- Reg27.
- Reg32.
- Young people going missing.
- Staff regulations.

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Leading Supported Accommodation

This course explores the role and builds the skills of Nominated Individuals and Registered Service Managers. The sessions cover the role, approaches to quality assurance, leadership, culture, regulation and building young people's participation. This programme is designed for both experienced individuals and those less experienced in these roles.

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



Course content:

- **Understanding Statutory Requirements:** Review the core purpose and roles of Supported Accommodation (SA), including key regulations, guidance (e.g., SCIFF), and the distinction between support and care.
- **Inspection Readiness:** Explore the 8 key principles of SA, how legislation links to the SCIFF and Key Lines of Enquiry, and develop skills in gathering and triangulating evidence for the inspection process.
- **Culture, Leadership, and Management:** Learn to develop and embed a strong safeguarding culture, understand incident response, and master the difference between leadership and management, focusing on effective team leading, supervision, and staff wellbeing.

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Safeguarding Lead training (Level5)

It's crucial 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 to 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.

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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.

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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
- £199+VAT per person (members rate)



Course content:

Core training for anyone working with children. 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 staff also access multiagency training through their local safeguarding children board.

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Managing the Inspection Process – Challenge and Compromise

As the Ofsted landscape continues to change, particularly for our colleagues in residential care and supported accommodation, this training will look at the inspection of children's homes and supported accommodation 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, or regulation 27 notifications, and when to walk away.
- Escalation and representation.

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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 use 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 tools to use to prepare and complete.
- Decide what should be in the report.

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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 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, 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.

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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, 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.

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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.

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Child Exploitation

Our specialist child exploitation training is designed by experienced practitioners, senior managers, and police officers. It has been successfully delivered as multi-agency training, from organisations to Local Safeguarding Boards. Course is suitable for those in Children's Homes and Supported Accommodation. The course highlights real challenges in designing effective interventions and addressing information sharing problems.

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



Course content:

- What is child exploitation?
- Why don't people recognise CSE?
- Identification, referral and risk assessment.
- What to do if you're worried a child is being abused.
- Strategies for keeping children safe in residential care.
- Preventative work.

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Relationships, Sex and Consent

While young people in care and leaving care are at higher risk of sexual exploitation and 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**
- **£199+VAT per person (members rate)**



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.

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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**
- **£198+VAT per person (members rate)**



Course content:

- Drugs: substance understanding: what they look like, how referred to, prices and implications to children & your setting + links to grooming & debt.
- County Lines & Gangs: criminal business v affiliation, grooming & recruiting, entry level & escalating exploitation, networks, transport and links to missing & absent. (scenario-based character examples + potentially differing perspectives for boy's & girl's)
- Social media and digital: mobile phones and gang & drill music.
- Clues: what to look for & what to do with what you find.
- Weapons: why do children have them? And what to do if you find them.
- Procedure & practicalities: modern slavery, police interventions, NRM & the justice system – implications & impact + collaboration benefits.
- Prevention v Cure: what does effective safeguarding really look like?

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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)**



Aim of the training:

- Support candidates to understand what the use of inherent jurisdiction to safeguard children means.
- Provide confidence in managing court orders and information.
- Know the legal implications and when to ask for further clarification.

Objectives of the training:

- 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.

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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.

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



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, recognizing the importance of self-care and reflective practice when supporting vulnerable youth.

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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)**



The course will provide information, practical advice and guidance to support the young people in your care to manage decisions about drugs more safely, and to know when and how to find the support they need. The course will cover:

- **Understanding the Context:** Review current data, issues, and the impact of adolescent brain development on 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.

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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)**



The course will provide information, practical advice and guidance to support the young people in your care to manage decisions about drugs more safely, and to know when and how to find the support they need. The course will cover:

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.

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Return Home Interviews

Children and young people who go missing or runaway 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**
- **£62+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.

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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 supported accommodation sector, please visit www.dialogueltd.co.uk/supported-accommodation/

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.

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