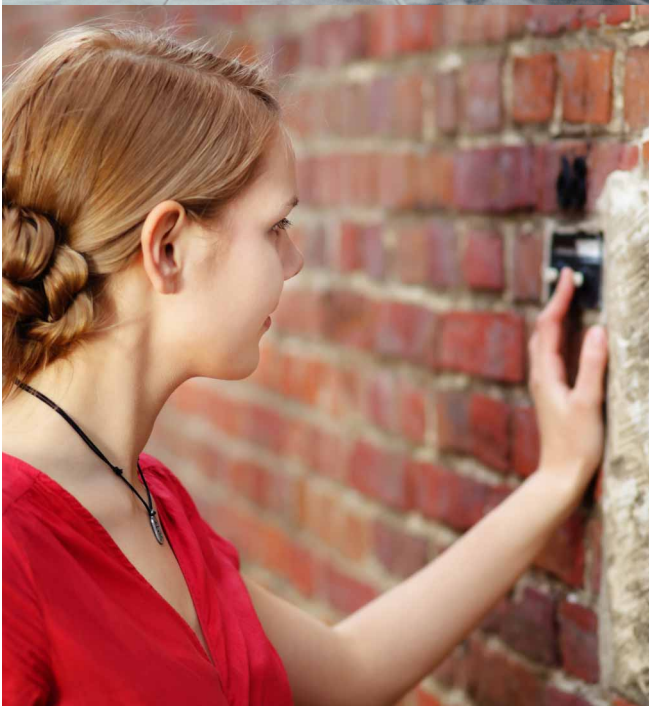
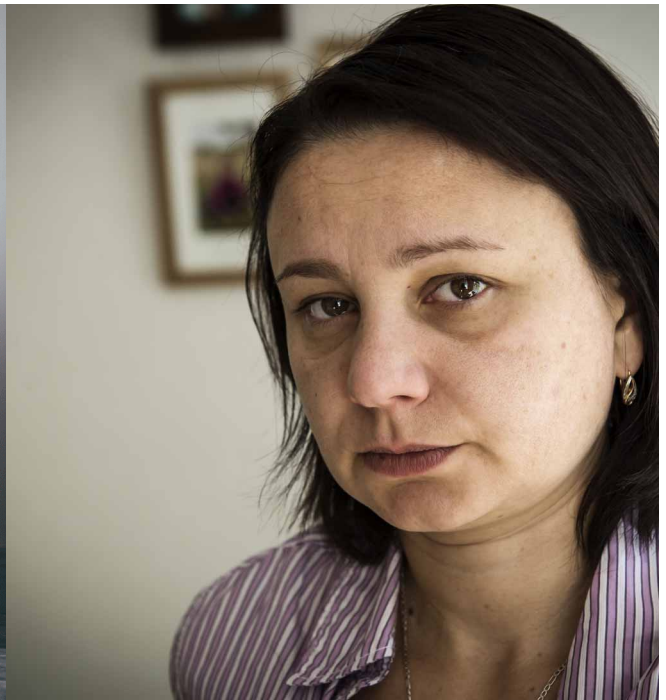


FROM THE UK'S LEADING PROVIDER OF ONSITE MENTAL HEALTH TRAINING



MENTAL HEALTH AWARENESS TRAINING. SOCIAL HOUSING SETTINGS

Mental Health Awareness training. Dedicated to the Social Housing Sector with a key focus on lone working – Recognise, Respond, Refer.



Supporting lone working & public-facing staff to better-recognise the signs and symptoms of mental disorder, to improve risk assessments, interactional skills, increase confidence, manage risks and signpost concerns.

Mental illness (psychiatric disorder) is a complex area of study and can be a challenging topic. Yet psychiatric disorder is prevalent in society and most individuals or their families have some experience of mental health problems, either directly or through friendships.

Individuals working in lone working and public-facing roles with social housing commonly meet and support individuals with psychiatric disorder whether they realise it or not. Signs and symptoms of psychiatric disorder may manifest in unusual thought patterns, emotional vulnerabilities and / or behaviours that may challenge staffs' personal resources. This training supports staff to better-understand the world of psychiatric illness, recognise and contextualise patterns of behaviour and to fine-tune skills to improve outcomes for all. This training does not stigmatise or use any inappropriate language. This is a welcoming and articulate training course that embraces life's experiences and our common vulnerabilities.

There is a difference between psychological problems / vulnerabilities and diagnosable mental health / psychiatric disorder. Some of the challenging behaviours that commonly present in social housing settings would not be recognised as symptoms of mental illness in primary or secondary care. Consequently, this workshop will clarify the differences between psychiatric illness and irrational and challenging behaviours which allows staff to manage challenging behaviours with increased insight and appropriate interventions.

Stigmatising language will be avoided in all cases. This mental health training is designed to improve knowledge, improve confidence (and reduce anxiety), improve interactional skills, understand the importance of escalating concerns and assessing risks where appropriate.

This is an interactive and flexible workshop which is dedicated to typical local government setting and work. It is designed to support individuals working in customer-facing / public-facing roles which includes (but not limited to):-

- Income Recovery;
- Housing Officers;
- Supported, Sheltered, & Wardens activities
- Resident Involvement Teams;
- Antisocial Behaviour Teams;

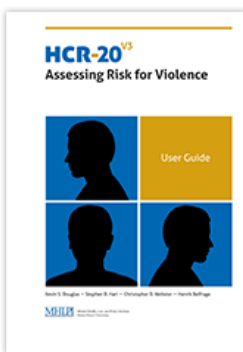




This training is dedicated to lone working and public-facing work in the social housing settings. Learning outcomes:

At the end of this training, delegates will have:

- An improved understanding of mental disorder and psychiatric illness with a key focus on:- Major Depression, Bipolar Disorders; Anxiety-related Disorders including OCD, Panic Disorder & Agoraphobia; Chronic Psychosis & Schizophrenia; Personality Disorders, Dementia-related Syndromes, Mental Disorder associated with Substance Misuse;



- Risk management procedures and skills (where appropriate) – This includes managing the risks to both service user and staff where appropriate and introduces the HCR 20;

- Understand the importance of appropriate boundaries;

- A clearer understanding of the experience of mental disorder from the perspective of service users;

- Better-understand the relationship between psychological / mental health and antisocial behaviour;

- An improved ability interact appropriately – including validation skills, appropriate non-verbal behaviours and signposting skills;

- A 50-page industry-standard diagnostic workbook (DSM5) and access to further learning materials and peer-reviewed articles;

- Access to free post-training support.

Training facilitator:

This training is delivered by Simon Herbert who is a partner at Mental Health Training. Simon is a psychologist and has also trained in post-graduate Master's Degree from Psychiatry at Cardiff University School of Medicine.

Simon specialises in Psychiatric Illness, personality disorder and stress-related illness. He provides a wide range of training including cognitive behavioural therapy and works with the NHS, social care organisations and social housing providers. Simon's training in social / clinical psychology and psychiatric medicine results in wide-ranging multi-disciplinary knowledge and set of skills which are particularly useful to organisations in the private sector that may have limited access to support for psychopathology. Simon is happy to provide post-training support free-of-charge for any individual or organisations that have received our training and consultancy.

The workshop usually starts at 9.15am for 9.30 and finishes at 4.15pm

'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'
- Riverside



Course Overview: Step-by-step through the day (This workshop is designed for social housing settings and uses accessible clear language and concepts at all times)

<p>Course Start 9.30 9.30 to 9.45 am: Introduction to the course, the agenda, introduction to the workbook (DSM 5)</p> <p>This training is dedicated to lone working and public-facing work in the social housing settings</p>	<p>Introduction to the human mind:</p> <ul style="list-style-type: none"> ■ Cognitions; ■ Emotions; ■ Behaviours; ■ Human Brain; ■ Body & Physiology (and its relationship to mental wellbeing) ■ Childhood & Developmental Experiences and their relationship with mental wellbeing <p>Understanding the problems associated with abnormal processes of the above and how these may potentially present in Mental Disorder.</p>	<p>Training format: Interactional teaching style</p>
<p>9.45 – to 12.30 pm (with appropriate break)</p> <p>Focus on the primary mental disorders as recognised in Psychiatric Medicine and appropriate to the workplace.</p> <p>(When someone is unwell due to the ‘state’ of their mental wellbeing)</p> <p>This training is dedicated to lone working and public-facing work in the social housing settings</p>	<p>Key Disorders:</p> <ul style="list-style-type: none"> ■ Major Depression / Depressive Episodes; ■ Bipolar Disorder; ■ Anxiety Disorders with a focus on Generalised Anxiety; Panic Disorder; Agoraphobia; Social Phobia, Object Phobias PTSD & OCD ■ Chronic Psychosis & Schizophrenia; ■ Dementia Syndromes; ■ Mental Disorders due to an underlying physical health problem ■ Mental Disorder associated with substance misuse ■ Stress’ will also be considered alongside the above disorders to allow delegates to understand the differences and misunderstandings. ■ Primary & Secondary Gain processes (when an individual uses /mental health’ to justify behaviours / reduce personal responsibilities and gain empathic connections) 	<p>Training format: Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training</p> <ul style="list-style-type: none"> ■ Format of training (for each disorder): ■ Video examples and patient experiences: ■ Interpreting the symptoms in clients. Patients and service users; <p>Key Learning Objectives:</p> <ul style="list-style-type: none"> ■ Understanding the world through the eyes of an individual with mental disorder to improve empathic communications, supports, interactions and appropriate awareness of risk (safeguarding & staff safety needs if appropriate); ■ Recognising the diagnosis / diagnoses and putting service-user behaviours into a psychiatric diagnosis;



<p>12.30 to 1.15 (Lunch break) –flexible</p>	<ul style="list-style-type: none"> ■ Understanding ‘Malingering’ defined as fabricating or exaggerating the symptoms of mental or physical disorders for a variety of "secondary gain" motives, which may include financial compensation) 	<p>understanding treatment and service provisions in the NHS and how these may affect / complicate service-user behaviours.</p> <ul style="list-style-type: none"> ■ Discuss the risks, complications and challenges to you & the Service User ■ The perspective of the NHS including treatment and levels of service ■ How can you help? What are the Mistakes? ■ Improving interactional styles, validating skills and signposting ■ Understanding The Mental Health Act and what it means to be ‘Sectioned’; ■ What to do in an emergency. <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>
<p>1.15 to 2.30 pm:</p> <p>Focus on the Personality Disorder spectrum;</p> <p>Working with emotional volatile customers;</p> <p>Also a focus on issues associated with self-harm and suicidality;</p> <p>This training is dedicated to lone working and public-facing work in the social housing settings</p>	<p>Personality Disorder, Self Harm & Suicide-related problems</p>	<p>Training format:</p> <p>Interactional teaching style. Use of workbook to support knowledge and enhance learning / management after completion of training.</p> <ul style="list-style-type: none"> ■ Understanding the psychological, emotional and psychiatric vulnerabilities of individuals on the Personality Disorder Spectrum (PD) is important. ■ Tailoring responses and interactions to better-manage client / service user vulnerabilities – saying the right words ■ Understand how PD psychopathology complicated key psychiatric disorders;



		<ul style="list-style-type: none"> ■ Understand the behaviours associated with self-harm and suicide. ■ Recognise the behaviours associated with increased risk (and where behaviours may be manipulative); ■ Improve communicational styles and appropriate responses; ■ Escalate concerns to the appropriate authorities; ■ Risk Management protocols for lone working staff and public-facing staff; <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>
<p>3.45 to 4.15 pm:</p> <p>This training is dedicated to lone working and public-facing work in the social housing settings</p>	<p>Improving / Managing Interactions –</p>	<ul style="list-style-type: none"> ■ Responding effectively; ■ Understanding the potential consequences of inappropriate responses to unwelcome / emotionally-volatile behaviours and tailoring responses appropriately; ■ The principles of validation and empathic communications; ■ Understanding the importance of appropriate boundaries; ■ Understanding the principles of Mental Health First Aid, and how to signpost concerns and keep people safe with appropriate behaviours and actions. <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>



<p>Post training Support</p> <p>All delegates will be given access to our Cloud storage which maintains:</p> <ul style="list-style-type: none"> ■ A wide range of further reading material, ■ Free access to peer-reviewed literature, ■ Other workbooks; ■ Cognitive Behavioural Therapy training material; ■ Risk Assessment tools; ■ Screening tools used in Psychiatry; 		<ul style="list-style-type: none"> ■ Understand the behaviours associated with self-harm and suicide. ■ Recognise the behaviours associated with increased risk (and where behaviours may be manipulative); ■ Improve communicational styles and appropriate responses; ■ Escalate concerns to the appropriate authorities; ■ Risk Management protocols for lone working staff and public-facing staff <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>
<p>Training completion and further learning opportunities / support</p>	<p>Access to help after the event:</p> <p>All delegates are encouraged to use our free post-training telephone service which may be invaluable due to the complexity of general psychiatry and abnormal psychology.</p> <p>We can:</p> <ul style="list-style-type: none"> ■ give guidance impartial on risk management & diagnosis, treatment considerations, ■ mental health law / capacity legislation, getting the best service from the statutory services; 	<ul style="list-style-type: none"> ■ Responding effectively; ■ Understanding the potential consequences of inappropriate responses to unwelcome / emotionally-volatile behaviours and tailoring responses appropriately; ■ The principles of validation and empathic communications; ■ Understanding the importance of appropriate boundaries; ■ Understanding the principles of Mental Health First Aid, and how to signpost concerns and keep people safe with appropriate behaviours and actions. <p>This training is designed to improve knowledge, reduce anxiety, improve interactional styles and improve risk management where appropriate.</p>



Complimentary Course: Delivering difficult messages & difficult conversations. With a focus on assertiveness and personal resilience.



Dedicated to Social Housing Settings

Delivering bad news, being assertive and handling difficult conversations can be challenging on occasions. It is natural for some staff to feel anxiety and avoid the potential conflict that may escalate as a consequence of difficult conversations and encounters. This workshop supports staff to deal with, and deliver difficult conversations effectively and with skill. Evidence-based models adapted from Dialectical and Cognitive Behavioural therapy are blended into assertiveness practice to increase communication efficacy, reduce anxiety and increased confidence.

The workshop is ideal for senior management or key management staff but is effective for staff who manage difficult service user behaviours and need to achieve and maintain compliance in difficult situations.

This training is designed to deliver the following key outcomes in Social Housing settings:

- Understanding the psychology and behaviours of difficult people and adapting communications to improve the outcomes of difficult conversations;
- Skills and communications models to improve the delivery of difficult or unpalatable news whilst maintaining co-operation;
- Being assertive, saying 'no' and ensuring the person has understood the message;
- Reading body language and micro-expressions to better evaluate the situation, increase persuasion or maintain messages;
- Managing your own body language to improve outcomes
- Increased emotional intelligence to support individuals that deliver difficult messages to better-understand recipient responses and vulnerabilities;
- Applying key principles of persuasion psychology and motivational interviewing to 'nudge' individuals towards agreement;
- Increased awareness of how personal responses may exacerbate situations and understanding how to manage your individual behaviour in assertive situations-learning to moderate your emotional responses to conflict and to employ more regulated professional responses;
- Understanding and applying the key defusing methods to de-escalate conflict and modulate client / co-worker hostility in an effective manner;
- Assertiveness skills, how to deliver unwelcome news and how to say 'No' effectively;
- Body language training will be provided for staff involved in face-to-face conflict to help them assess for situational hazards, signs of deception and to improve their assertiveness.
- Understand the principles of personal resilience and to employ 'self-CBT' skills to manage and minimise the potential of challenging and hostile encounters on personal wellbeing.

Style of training.

This training is highly interactive. It uses multimedia to enhance learning outcomes and the use of PowerPoint is minimal. Post training support is available for individual delegates free of charge.

Group sizes:

We will avoid limiting delegate numbers for training although we recommend 15 people per training event wherever possible. We are aware of budget constraints therefore larger groups will allow organisations to reduce the cost per head.



What do our clients say?

'Really excellent and intellectually challenging training Course was fantastic! Trainer is fantastic!'
- **Barnet Council**

'Best Course I've done for years! Bloody Brilliant!'
- **AMHP Social Worker, Haringey Council**

'The best lone working & violence and aggression course that I have ever been on. Very interesting'
- **London Barking & Dagenham Council**

'This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
- **Broadlands District Council**

'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'
- **Riverside**

'An amazing course. It was nice to attend a course which stimulates us and was set at an appropriate academic and knowledge base level. Please can we have access to more training of this level instead of the usual superficial ones. Excellent. Please can we have more, whatever the cost.'
- **Conwy County Council**

'Hands-down the best training that I have had at Redbridge! Appropriately academic, excellent practical tips. This was brilliant, more of the same calibre training would be appreciated.'
- **Redbridge Borough Council**

'Best training I have done. Totally suited my role.'
- **Riverside**

'This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
- **Broadlands District Council**

'Wish I could do more training like this. Best training I have ever done'
- **Guinness Housing**

'It was mind blowing. Communication and understanding the tenant's mentality and attitude'
- **Riverside**

'Fabulous! – informative, and showing absolute empathy for this difficult client group.'

- **Conwy County Council**

'I haven't gained so much from a day's training for a long while. It's a subject in which I have gained a great interest, I gained much in terms of revision and also new information. I haven't enjoyed learning so much for a while – excellent trainer'
- **Haringey Council**

'Simon is a great tutor and has great knowledge. It's lovely to be able to enjoy a course from start to finish. From the science to the backgrounds of people, to the videos and situations, couldn't fault a thing.'
- **Walsall Housing**

'Fantastic tutor, would hope that I would be on a course with Simon again. Best one I have been on. Great material and information. More courses like this, hands down the best course I have been on. The information and knowledge is fantastic.'
- **Accent Foundation Housing**

'Can I come again? Please, Please Please!'
- **Haringey Council**

'I was impressed by the trainer's vast knowledge around the subject. It was invaluable the psychology behind risk and behaviours and as delivered in a way we all levels and background knowledge could understand. Thank you so much for a brilliant course.'
- **Waltham Forest Council**

'Fantastic!! More training at this level please.'
- **Conwy County Council**

'Most beneficial training I have ever had – relevant, interesting, inspiring – wish there could be more training like this''
- **Northampton Probation Services**

'Great course! Wealth of information relevant to my role. Interesting combination of research, evidence based practice and psychological interventions. This training is at a better academic level than lots of the other training within service at times. Really enjoyed the day!'
- **Haringey Council**

'Simon is the best teacher & facilitator of any workshop I have ever been on''
- **Riverside**

'The whole learning package was greatly presented and you are great energised passionate trainer. All the best keep up the good work!!'
- **Riverside**



"Most beneficial training I have ever had – relevant, interesting, inspiring – wish there could be more training like this".

- Northampton Probation Services

Great course! Wealth of information relevant to my role. Interesting combination of research, evidence based practice and psychological interventions. This training is at a better academic level than lots of the other training within service at times. Really enjoyed the day!

- Haringey Council

"Simon is the best teacher & facilitator of any workshop I have ever been on".

- Riverside

"Hands-down the best training that I have ever had at Redbridge"

- London Borough of Redbridge Council

'Very interesting course, learned a lot of valuable tools for use with individuals. Excellent delivery!'

- Pembrokeshire County Council Social Care Workforce

"Excellent training, thank you! Interesting and thought provoking. All really relevant"

- West - Yorkshire Partnership NHS Foundation Trust

'Five star! Incredibly interesting, informative, clear and concise. Well done!'

- London Borough of Bexley Council

'Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!'

- Pembrokeshire County Council Social Care Workforce

'It was excellent. A training course that I got a lot from and one that I will remember for a long time!'

- Erewash Council

'Excellent. Best course I've been on!'

- Barnet Council

'Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!'

- West Yorkshire Partnership NHS Foundation Trust

'This training is possibly the best I have ever been on. I found it all relevant to my role and I now feel more confident in spotting behaviour that could turn nasty and how to take measures to prevent it or to deal with it if the worst came to the worst! Very

valuable information to have in my job!. The trainer was extremely knowledgeable and excellent in his training methods'

- Ascis Housing

'This was an excellent training day. I have learnt so much and will be able to put what I have learnt into practice. Great Trainer!'

- Nottingham Community Housing

'Brilliant. Great use of PowerPoint / videos etc – suited different learning styles'

- Royal Windsor & Maidenhead Borough Council

'The course was extremely stimulating and probably the best that I have been on with Longhurst Housing'

- Longhurst Housing

'The course has been most interesting and will be put to good use. I could have quite happily covered more on the subject matter'

- Thames Valley Police

'Most Interesting course I've been on in years!'

- Nottinghamshire Probation

'Excellent. Would recommend to colleagues. Very good!'

- Staffordshire County Council

'Best training I have ever attended: Interesting, relevant & beneficial.'

- Southern Housing Group

'Ok there... just say a big thank you to Simon for today's presentation..... I was totally absorbed for hours! It was probably the best training day I have ever had!'

- North Wales Housing

'Very, very useful. One of the best courses I have been on. Will certainly use what I have learnt. Highly recommended for anyone at all that works with tenants and the public Almost essential in my opinion'

- Guinness Housing

'How could it be improved? I don't think that it could be improved at all!'

- Thurrock Council

*'Excellent tutor!'. London Borough of Bexley Council
'Excellent knowledge, pitched at right level.'*

Explained in 'Layman's terms'.

- London Borough of Bexley Council

(we have hundreds of similar evaluations, please ask for more information)



Client List

Accent Group
 Accord Housing
 Addaction
 Affinity Sutton Housing
 Aire Valley Homes
 Aldingbourne Trust
 Anchor Trust
 Anglessey Council
 Ascis Housing
 Ashfield Homes
 Askham Bryan College
 Aske Haberdashers Foundation
 Aylesbury Youth Offending Service
 BPHA
 Babergh District Council
 Barca Leeds
 Barking & Dagenham Council
 Barnet & Enfield NHS Trust
 Barnet Homes
 Barnsbury Housing
 Affinity Sutton
 Avon & Somerset Probation Services
 Basildon Council
 Barnet Council
 Barnet & Enfield Mental Health Trust
 Blaby District Council
 Blackburn with Darwen Borough Council
 Blackpool Coastal Housing
 Blackpool Council
 Blackpool and the Fylde College
 Blue Mountain Homes
 Boston Mayflower
 Bournemouth Borough Council
 Bradford Community Housing Trust
 Bridgnorth District Council
 Brighton & Hove City Council
 Bromsgrove Borough Council
 Broadland District Council
 Broadway Park Housing Association
 Broxbourne Council
 Broxtowe Borough Council
 Buckinghamshire County Council
 Building Design Partnership
 Capita
 Cambridgeshire County Council
 Cambridge YMCA
 Cardiff Bus Company
 Cardiff Community Housing Association
 Cardinal Newman College
 Care & Repair Cymru
 Carlisle City Council
 Carlisle Housing Association
 Cargomm
 Castle Rock Edinvar Housing (Scotland)
 Charnwood Council
 Cheltenham Borough Council
 Cherwell District Council
 Cheshire East County Council
 Cheshire Peaks & Plains Housing
 Chesterfield Borough Council
 Christian Action Housing
 Christchurch Borough Council
 City West Homes
 Corby Council
 Coventry City Council
 Cross Keys Homes
 Cumbria County Council
 Cymdeithas Tai Clwyd Cyf (Housing)
 Dartford Borough Council
 Delos Community
 Derbyshire Fire & Rescue Service
 Derbyshire Probation Services
 Derviento Housing
 Derwent Living
 Devon County Council
 Devon & Somerset Fire & Rescue
 Dover District Council
 Dumfries & Galloway Housing
 Dumfries & Galloway Council (social services)
 Dunbritton Housing
 Dunstable College
 Durham County Council
 Dover Council (HR Partnership)
 Ealing Council
 East Hertfordshire District Council
 East North East Homes
 East Northamptonshire Council
 East Staffordshire Borough Council
 East Sussex County Council
 Eden Housing
 Elim Housing
 Emmaus Oxford
 Endeavour Housing
 English Churches Housing Group
 Erewash Borough Council
 Falconwood Academy
 Family Mosaic
 Fareham Borough Council
 Flintshire Council
 Futures Housing
 Glaxo Smith Kline
 Gloucestershire Council
 Gloucester City Homes
 Gloucestershire Housing Association
 Great Yarmouth Borough Council
 Grange Housing
 Granta Housing Society
 Groundwork
 Guildford Borough Council
 Guinness Northern Counties Housing
 Gwynedd Council
 G4s
 Harrow Council of London
 Hart Council
 Havebury Housing
 Havering Council
 Heantun Housing
 Hertfordshire Housing Association
 Hestia Housing
 Hightown Praetorian & Churches Housing
 Haringey Council
 Homes for Haringey
 Hornsey YMCA
 Hull Churches Housing
 Humberside Fire & Rescue
 Huntingdonshire District Council
 Hyde Housing
 Hythe Rotary Housing
 Incommunities Housing
 Impact Housing
 Innisfree Housing
 Keepmoat Homes
 Keniston Housing Association
 Kent Probation
 Kettering Borough Council
 Lakehouse
 Lambeth College
 Langstane Housing
 Leicestershire NHS
 Lincolnshire YMCA
 London Borough of Lambeth Council
 London Borough of Bexley Council
 London Borough of Richmond upon Thames Council
 London Borough of Hounslow Council
 London Borough of Harrow Council
 London Borough of Camden Council
 London Cyrenians
 Longhurst Housing Group
 Lorretto Housing
 Lowestoft College
 L&Q Group
 Macclesfield Borough Council
 Manchester Specialist Midwifery Services
 Margaret Blackwood Housing Association (Scotland)
 Melton Borough Council
 Mid Beds District Council
 Milton Keynes Council
 Mole Valley Council
 National Autistic Society
 NCLD / Caretech
 Network Housing
 Newcastle-Under-Lyme Council
 New Boundaries Group
 Newcastle City Council
 Newham College of Further Education
 Newark & Sherwood District Council / Homes
 New Forest District Council
 New Forest National Parks Authority
 Newydd Housing Association
 Northampton College
 Northampton Probation Services
 Northern College
 Nottingham Community Housing
 Nottinghamshire County Council
 Nottingham Probation Trust
 Nottingham Housing
 North Dorset District Council
 North Herts District Council
 North Kesteven Borough Council
 North Norfolk Council
 Novas Scarman
 Nuneaton & Bedworth Borough Council
 Orchard Shipman
 Oxfordshire County Council
 Oxfordshire Crossroads
 Pembrokeshire County Council
 Peveral Management
 Pfizer Limited
 Plus Dane Group
 Positive Steps
 Preston City Council
 Progress Housing Group
 Redbridge Borough Council
 Redditch Borough Council
 Reliance Security Task Management (Prisoner Services)
 Rhondda Cynon Taf County Borough Council
 Richmond upon Thames College
 Ridgill Housing Association
 Riverside Housing
 Rochdale Boroughwide Housing
 Rotherham Borough Council
 Royal Berkshire Fire & Rescue
 Royal Borough of Kingston upon Thames Council
 Royal Borough of Windsor & Maidenhead Council
 Rutland County Council
 SAM
 Sanofi Aventis
 Selby District Council
 Serco
 Seton Care
 Sheffield City Council
 Shropshire Council
 Shropshire NHS
 Staffordshire Moorlands District Council
 Spire Housing
 Stafford and Rural Homes
 Staffordshire County Council
 Sova
 South Derbyshire District Council
 South Cambridgeshire District Council
 Southwark College
 Southern Housing Group
 Southend Council
 South Northamptonshire Council
 South Norfolk Council
 South West Yorkshire NHS –Foundation Trust
 Spectrum Housing
 St Mungos
 Sussex Downs Conservation Board
 Synergy Housing
 Taff Housing
 Tewkesbury Borough Council
 Thanet District Council
 Thales Training
 The Ashdown Forest Centre
 Thames Valley Police
 Torfaen County Borough Council
 Thurrock Council
 Triangle Housing (Belfast)
 Trust Housing
 Tuntum Housing
 Tyndale Council
 United Welsh Housing
 Royal Windsor & Maidenhead Youth Offending Team
 Vertex
 Wakefield District Housing
 Wallsall Housing Group
 Waltham Forest Borough Council
 Wandle Housing
 Waterloo Housing
 Watmos Community Housing
 Wealdon Council
 West Devon Homes
 West Kent Housing
 Westway housing
 West Edinburgh Action (WEACT)
 West Gloucestershire PCT
 Wiltshire Fire & Rescue
 Wigan Council





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