

# Training offers



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# Welcome from the CEO



**At Frontline our mission is clear: to improve the services that protect children at risk of harm. For more than a decade we have delivered evidence-informed social work training and leadership development programmes. We partner with local authorities and sector organisations to run high-impact, tailored learning that strengthens practice and leadership across the frontline.**

The Department for Education's current reform agenda sets out an ambitious and much-needed vision for children's social care: a workforce that is highly skilled, well supported and stable, so that children and families who need help receive consistently high-quality support. With renewed national focus on recruitment, retention, manageable workloads and high-quality supervision, these reforms mark an important moment for the sector.

Frontline stands alongside services as they respond to reform, changing local priorities and the everyday challenges that come with protecting children at risk of harm. This prospectus showcases the training and tailored services we deliver to help organisations translate policy and plans into sustained improvement — from bespoke practice skills training, to national leadership programmes and coaching. It explains how these offers can be combined and commissioned to deliver early, measurable improvements and build lasting local capability.

We are ready to work with local services to turn ambition into better outcomes for children and families. We welcome conversations about the specific challenges you face and are open to exploring practical, bespoke ways we can support you.

**Mary Jackson**  
Chief Executive, Frontline

# A glance at our work

*"I feel this programme has reignited a passion for social work and my investment in learning and development is being strengthened."*

Leadership programme participant

**4,000+**

fellows within  
our network

**100%**

satisfaction of  
attendees on our  
bespoke training

**96%**

satisfaction of  
Progress cohort 1  
attendees

**97%**

of LA partners agreed  
that Frontline was  
strategically aligned  
with them

**3,600+**

recruited and trained  
more than 3,600 new  
children's social  
workers

**30+**

enabled and  
funded 30+ service  
innovations

**1,000s**

provided coaching and development  
to thousands of social workers and managers

# Our mission

**Hundreds of thousands of children in England are at risk of harm, abuse and exploitation. Local services are working under sustained pressure: high demand, recruitment and retention challenges, limited supervision capacity and evolving expectations. We know that good practice and skilled leadership are more important than ever.**

Frontline exists to improve the services that protect children at risk of harm. We design and deliver tailored support and evidence-informed training so teams have the skills and knowledge to work in ways that ensure better outcomes for children. Frontline's vision is a society where no child's life chances are limited by their social or family circumstances. For the 700,000 children in England who rely on social workers each year, this vision is too often sadly far from their reality. That's why we have spent the last 11 years working to develop excellent training in practice, leadership and innovation to support children at risk of harm.



# A timeline of Frontline's work

- **2013** **Frontline founded:** to strengthen capability in children's social work, change perceptions and create a different route into the profession.
- **2014** **Frontline programme:** two-year programme to train skilled child protection social workers.
- **2015** **Firstline programme:** national programme to develop middle managers and leadership capacity.
- **2016** **Fellowship:** alumni network to sustain professional development, spread innovation and engage fellows in sector improvement.
- **2021** **Innovation programme:** supporting practitioners to translate ideas into tangible solutions – supporting 30 innovations and counting.
- **2021** **Headline programme:** senior leadership programme to develop advanced leadership of heads of service/strategic managers.
- **2022** **Pathways programme:** consolidated leadership offer bringing together all leadership training into a coherent, development pathway. Pathways ended in 2024.
- **2023** **Frontline Awards:** celebrating exceptional practice/achievements of social workers and young people with lived experience.
- **2024** **Approach Social Work:** Frontline programme reimaged based on latest evidence, focused on training relational, systemic practitioners for frontline practice.
- **2025** **New strategy and Progress:** refreshed strategy focused on system change and Progress launched to develop the leadership capacity of team managers, continuing the legacy of the Pathways programme.
- **2026** **Advance and Practice Educators programmes, two new programmes launch:** Advance, leadership programme for senior managers and the Practice Educator programme.



# Our programme offer



## Approach Social Work

Approach Social Work is a three-year training programme bringing new social workers into the profession. Approach combines hands-on experience of practice with a fully funded master's degree in social work (from Lancaster University) and participants are trained by an experienced Consultant Social Worker. As the largest child protection social work programme in England, Approach qualifies an increasingly diverse range of new social workers.

Retention rates are high with 81% of people qualifying through Frontline remain in children's social work 4 years post qualifying, driving child-focused outcomes.

*"We in Hertfordshire have been in partnership with Frontline since 2016 and we have never looked back. Frontline social work training and placements with our local authority equips the participants with practical skills, resilience and understanding to navigate complex and challenging situations while ensuring they can deliver meaningful support to vulnerable children and their families"*

**Hertfordshire County Council**



**Approach is a career launching programme that equips individuals with the skills and confidence to safeguard children throughout their professional career.** 67 local authorities train social workers through Approach — contact us to find out more about how to sign up.

# Leadership programmes

Frontline has led the way in children's social care leadership development for over a decade. Our programmes produce confident, decisive leaders who feel empowered to create a culture of ambition for children and young people.

Our national programmes, **Progress** and **Advance**, offer immersive learning and coaching to build leaders who can navigate the challenges and opportunities of today's children's social care reforms. We bring together leaders from across the country, enabling rich conversations and creating networks to last beyond the programmes. The programme benefits our partners value most include improved retention, clear succession pipelines and capacity to effectively tackle challenges.

Both leadership programmes have a hybrid structure with, in person teaching and coaching, so learning happens alongside their day-to-day role.

*"I have led the introduction of a new EDI post (that now sits within my service) and led the introduction of a Children's Services specific EDI strategy, anti-racist practice framework and educational framework. This has involved a high support, high inquiry approach, including with our corporate colleagues, to shift thinking. The implementation, though early days, is having a positive impact across the service and for families"*

Leadership programme participant

## Progress:

### Leadership development for team managers

Progress is a six-month national leadership programme (25 hours of learning). They will explore the relationship between their values and the kind of leader they want to be and strengthen their ability to build effective teams. Progress is a national programme, with an annual cohort beginning in the autumn. Progress is designed for current and aspiring team managers working with children at risk of harm.

#### Key benefits for organisations:

- Enhanced leadership capability focused on inclusive supervision, strategic planning and change management.
- Renewed focus on driving improved outcomes for children.
- Improved retention and succession through dedicated development time and a clear career progression pathway.
- Broader professional networks that connect your managers with peers across the country, fostering collaboration and shared learning.



You can find out more about Progress by scanning here.

## Advance:

### Leadership development for heads of service

Advance is Frontline's leadership programme for heads of service and aspirant service leads in children's social care. A 10-month programme (equivalent to 40 hours of learning), which deepens participants' ability to have strategic impact. They will refine their inclusive leadership skills and build the confidence to steer their services through change. Advance is a national programme, with an annual cohort beginning in spring.

#### Key benefits for your organisation:

- Enhancing change readiness by translating evolving policy into actionable local strategies, reducing implementation risk to ensure service continuity.
- Strengthening retention and succession through dedicated development time and a clear career progression pathway.
- Embedding anti-racist and inclusive leadership to drive reliable, culturally responsive support across all teams.
- Expanding professional networks by connecting leaders with sector peers, fostering collaboration and shared learning.



You can find out more about Advance by scanning here.



## CSW programme

**Consultant social workers** (CSW) manage and develop participants who are training to be social workers on Approach. They are responsible for a hub of five participants in a local authority. Participants learn by observing their CSW and gradually take on more responsibility in their work with families. All CSWs train to become qualified practice educators, strengthening their ability to assess participants on the programme and support them to qualify as social workers.

*"My role as consultant social worker very much helped both my practice and my supervision. For my practice, I was able to apply the systemic social work training you receive in the role to my own cases. I also gained assertiveness and confidence as a practitioner and I was able to better manage and judge risk on cases. I'm about to start a new role as a team manager and I'll absolutely be taking experience from this role with me – the learning and teaching from the systemic social work training; the importance of clear and concise communication, especially about risk, and being confident in your own practice; and not being afraid of being challenged."*

**Consultant Social Worker, 2020 cohort**



# Bespoke training

In addition to our national programmes, Frontline delivers tailored training. Our dedicated team collaborate closely with partners to design and deliver training which meets their specific needs.

We offer a range of training topics including **practice skills** for practitioners working with children and families, **leadership and management** training for people at all stages of their careers and change management to **drive service improvement**.

We'll shape the training around your needs—whether that's a focused workshop, a single day, or a multi-day programme. We have an extensive and highly skilled pool of experienced facilitators, coaches and trainers who can work with groups of any size and deliver training in-person or online, depending on your requirements.

*"My whole experience of working with [Frontline] has been smooth. [The facilitator] was an exceptional trainer, he really did a fantastic job of ensuring the training was practical, with theory base and ensuring the needs of the audience were met through a range of activities. There was a positive buzz and energy in the training rooms – shared with me by practitioners that attended, who have been really excited to put their skills into practice."*

**Bespoke training client (service-wide motivational interviewing programme)**



## Practice skills

We understand that effective work with children and families relies on a suite of interlocking skills, so it's integral to have the right training in place. We provide a range of high-quality training, to support you to ensure your team get the workforce development they need, to strengthen your service.

**Below is an indicative overview of the training we deliver:**

- Assessment skills for family help practitioners
- Child development, attachment, trauma and mentalisation
- Systemic practice
- Motivational interviewing
- Family group decision making
- Specialist safeguarding training
- Critical analysis and decision making
- Inclusive and anti-oppressive practice
- Child-centred communication and direct work skills

## Leadership and management

Alongside our Progress and Advance programmes, we also offer bespoke leadership training solutions, so you can select the mix of learning your organisation needs.

Below is an indicative overview of topics:

### Self-leadership

- Use of self as a leader
- Emotional intelligence and wellbeing
- Communication and storytelling
- Influencing skills
- Self-awareness and bias

### Team leadership

- Delivering high-impact supervision
- Utilising coaching skills
- Creating effective feedback loops
- Strategic planning and change management
- Building a collaborative culture
- Team building and psychological safety
- Inclusive leadership

### System leadership

- Influencing multi-agency partners
- Navigating political and corporate contexts
- Embedding evidence and evaluation
- Co-production and ethical partnerships
- Strategic partnerships and commissioning

We can work with you to **mix and match** and to craft a **bespoke leadership programme** that aligns with your strategic priorities, organisational capacity and the evolving landscape – equipping your leaders to navigate change and deliver.

## Driving service improvement

We help our partners to turn ambitions into practical, sustainable change. Our approach focuses on rapid, evidence-informed capability building. We help teams redesign services, test new ways of working through small pilots, and embed improved practice through focused training, supervisor support and coaching.

### Change management

Effective change management requires clarity of vision, a clear approach for implementation, a communications strategy, whole team commitment and a clear, long-term plan focused on embedding and sustaining the change.

Our change management work is co-created with partners and generally focuses on:

- Change management fundamentals
- A vision with children at the heart
- Communicating to embed change
- Leading change inclusively

### Family Help — practical training and support

We support local authorities to provide consistent, family-centred support, by developing family help lead practitioners and multi-disciplinary family help teams. We recognise the scale and urgency of the reform agenda and we offer targeted, practical training to help services implement change, build local capability and secure workforce engagement.

All our work is co-created with partners with a focus on:

- Family help lead practitioner training
- Assessment skills (for non-social-work practitioners)
- Family Group Decision Making
- Effective multi-agency working & team development

## Coming soon: Practice Educator programme

Drawing on our experience supporting CSWs to attain their practice educator qualifications, we are launching a new accredited Practice Educator programme in 2026. Places for this training will be available nationally.

The programme offers an accessible training route to gain PEPS 1 and PEPS 2 accreditations as well as meeting the requirements for continuous professional development.

All local authorities will be able to purchase places on this key training, supporting the next generation of practice leaders to develop new social workers.



To register interest in our practice educator offer for yourself or your staff, scan this QR code.

## Pricing

All our bespoke packages are priced competitively and based on your specific requirements. We will work closely with you to define your needs and draw on our 10+ years of experience of working with local authorities and charities internationally. We will co-create a training offer to suit your needs and develop a high-quality package to fit. Our work will also adapt to your needs so we can bring real value to you, and align with our vision to help children at risk of harm.

Our team will work efficiently to produce a quote based on your unique specifications, giving you the clarity needed to factor learning and development into your business planning.



**Can't find exactly what you need? We specialise in co-designing bespoke training that reflects your organisation's policies and local priorities.** Get in touch to develop a customised offer that meets your exact requirements.

## Coaching packages

Coaching empowers individuals to unlock their potential through structured one-to-one dialogue. Frontline has considerable expertise in coaching staff within the social work sector and are expanding this to anyone working with children at risk of harm. The primary purpose of our coaching is strengthening personal leadership skills and resilience so that staff can maximise their impact in their day-to-day work and beyond. In turn, this supports employee engagement, development and retention.

**Frontline offers a variety of packages to best suit your needs which includes:**

- Individual coaching packages
- Group coaching
- Triads: facilitated coachee and manager sessions
- Development and leadership reports: 360 feedback from your colleagues



Scan the QR code to learn more.





# Frontline Fellowship

*"With fellows across the country, the Fellowship is in a unique position. Between us, we represent a significant number of local authorities and other connected organisations. This allows us to compare successes and failures across multiple settings, sharpening our ability to create tailor-made change relevant to our own place of work."*

**Frontline fellow**



**Our alumni network for all who complete one of our national programmes. By supporting fellows throughout their careers work, we are supporting your most valuable resource.**

## **What it means to be a fellow**

Fellows form a community of diverse professionals working with children, they share an approach to practice and leadership. Fellows play a key role collectively and within their organisations, working to positively influence the quality of practice, leadership and culture. All Frontline's work is based on the belief that everyone working with children has the power to change the system for the better.

## **Benefits of being a fellow**

- The chance to collaborate with 4,000+ professional peers nationally, at all levels of their careers, to seek guidance, share knowledge, test ideas and get support.
- Fellows can access coaching, workforce development opportunities, events and resources throughout their careers, all easily accessible through a dedicated app.
- The opportunity to apply for our annual innovation programme to develop their ideas to better support children.
- Opportunity to influence national policy by attending meetings with ministers such as APPGs or select committees and participate in pilots.



# Working with us

To hear more about our programmes and how we might support you, please use the contact information below.

Partnerships team  
[partnerships@thefrontline.org.uk](mailto:partnerships@thefrontline.org.uk)

Sign up to our newsletter  
[thefrontline.org.uk/newsletter-sign-up](https://thefrontline.org.uk/newsletter-sign-up)

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