



consultancy services

Phillida Miles

Specialist Areas

- Social Care Training and Development
- Social Care Consultancy and Support
- Case Audits and reviews
- Outcome focussed practice
- Coaching
- Safeguarding Training and Support
- Supervision and Supervision Training
- Group and event facilitation
- Social Work Assessments and Enquiries
- Solution focussed leadership

Summary of Experience

Phillida has worked in health and social care for over 30 years. Before becoming a consultant and trainer, she gained extensive experience in acute mental health, residential care and community based social work services both as a practitioner and manager. She has also managed two different learning disability teams and an assessment team – all in adult services - and worked as an independent chairperson of child protection conferences.

Phillida has worked as a consultant, interim manager and trainer for the last 18 years and is now co-owner and a director of LCS Limited. She has taken on a range of commissions including consultancy linked to organisational change, project management, interim management, service reviews and consultation processes and has an established reputation for delivering consistently high-quality interventions.

Phillida designs and delivers a range of learning and development events for social care and health staff and managers incorporating legislation, national and local policy, best practice and new developments in health and social care practice. (See below for the recent training delivered and the relevant local authorities.)

She has provided social care training for more than 30 different local authorities in recent years across a range of specialist areas as set out below. This has included adult safeguarding for 8 years in one London Borough, successfully winning three open tenders. The training courses she provides are enhanced by her current involvement in front-line practice including complex cases, supervising staff, coaching managers and completing complex case audits.

She is a skilled facilitator and has experience of working with many different groups from frontline teams; senior managers; adult safeguarding boards and council cabinets, supporting them to work together more effectively, manage dividing dynamics and develop achievable plans.

Across all her commissions, Phillida's solution focused approach; her skills in 'engaging' with people and her ability to operate at all levels of an organisation have proven to be an asset in achieving positives outcomes.

Summary of Employment

2000-to date	Consultant and Trainer
2004-05	Interim Team Manager for the Community Learning Disability Team, LB Islington
2002-03	Interim Team Manager for the Community Learning Disability Team, LB Sutton
1995-98	Assistant Team Manager , St Faiths Family Centre, Surrey Social Services
1992-95	Social Worker , St Faiths Family Centre, Surrey Social Services
1990-92	Social Worker , LB Wandsworth
1986-89	Residential Social Worker/Team Leader , Hampshire Social Services
1985-86	Nursing Assistant , Hill End Hospital, St Albans, Hertfordshire

Qualifications and Membership of Professional and Other Bodies

Phillida has 9 G.C.E 'O' Levels and 3 'A' Levels, a BSc (Hons.) Psychology, a Certificate of Qualification in Social Work (The University of London, Goldsmiths College, 1990); a certificate in Preparing to Teach in Lifelong Learning and a Level 7 qualification in advance coaching awarded in 2017.

She is a registered social worker with HCPC and a member of BASW.

Phillida is a co-founder and Trustee of a new charity – Social Work Without Borders – that works with and supports unaccompanied minors, asylum seekers and adults at risk of deportation. (www.socialworkerswithoutborders.org)