

# **ANTI-SOCIAL BEHAVIOUR**

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## **Anti-Social Behaviour Principles for Social Housing Leaders**

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**SAFETY SOLUTIONS**  
TRAINING LIMITED

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## Anti-social behaviour principles for Social Housing Leaders

### Course Background

Anti-social behaviour management is a core aspect of effective housing services. Tackling ASB can be complex, challenging and can open an organisation to risk when not managed properly. The ability to lead caseworkers, work effectively with partner agencies and develop effective, safe policies and procedures are key requirements for modern social housing leaders operating in the ASB and community safety arena.

### Overview

This course aims to provide participants with the skills to develop as effective ASB and community safety leaders. The combination of theory and practical demonstration, provides delegates with the opportunity to discuss and explore such issues in a safe learning environment.

### The Trainer

Jim Nixon is a highly experienced expert in Community Safety and Anti-Social Behaviour, with over 27 years' experience in the field. He began his career in 1995 with West Midlands Police, where he was promoted to the rank of Sergeant and specialised in Neighbourhood Policing. During this time, he effectively utilised civil injunctions to combat criminal activity and improve local communities.

Jim's experience in tackling Anti-Social Behaviour extends to the housing sector, and he most recently served as the ASB Operational Lead for a Midlands-based local authority. Under his leadership, ASB incidents have decreased by over 50% in some of the most challenging areas. Jim is also proficient in utilising the tools and powers provided by the ASB and Crime and Policing Act of 2014.

In addition to his extensive practical experience, Jim provides a range of services, including intermediate and advanced level ASB training courses, case reviews, and the development and review of ASB policies and procedures.

### Learning Objectives

- Understanding ASB case management principles
- How to develop ASB caseworkers
- Appreciate how to plan for disruptive cases
- Recognise the skillset needed for effective ASB recruitment
- Understand the role of social housing in partnership models
- Understand how to map key internal and external partners.
- Appreciate the legislative requirement for effective ASB policies and procedures



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### Course Content

- Open discussions – ASB legislation and us
- The ASB toolkit and how staff use it
- Recruiting and training effective case managers
- High impact legal cases - how to plan for them, how to minimise operational disruption.
- ASB and community safety partnership models; the role of social housing providers in partnerships
- MARAC; MAPPA; domestic homicide reviews; serious case reviews
- Designing internal processes to support effective partnership engagement
- Key requirements for ASB Policies
- Creating legally safe policies and procedures
- Case study: designing new Policies from scratch; group discussion

### Duration:

One day course.

This session can be delivered in-house or virtually using Microsoft Teams or Zoom