

ANTI-SOCIAL BEHAVIOUR

Tackling Anti-Social Behaviour for Practitioners



SAFETY SOLUTIONS
TRAINING LIMITED

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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 open and manage ASB cases effectively, manage conflict and utilise the tools within the ASB Crime and Policing Act 2014 are key requirements for housing officers working within the ASB and community safety arena.

Overview

This course aims to provide participants with the skills to develop as effective ASB case management officers. 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.

Learning Objectives

- Understand the tools and powers within the Anti-Social Behaviour Crime and Policing Act 2014
- Recognise which tools are appropriate in common Anti-Social Behaviour situations
- To understand and apply the key aspects of effective case management
- Develop key personal skills in supporting witnesses
- Learn techniques to quickly resolve low-level anti-social behaviour
- To understand the role of GDPR and data management when managing ASB
- To recognise and apply best practice in case note management



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Course Content

- Introduction: the role of social housing providers in tackling Anti-Social Behaviour.
- Discussion – what legislative tools are available to social housing providers?
- Breaking down the Anti-Social Behaviour Crime and Policing Act 2014
- Group work – applying the Anti-Social Behaviour Act to practical cases
- Case management - getting the basics right
- GDR and data management requirements
- Witness support and evidence gathering
- Managing low-level ASB quickly
- Discussion - applying the training practically

Duration:

One day course.

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