

# Training Staff and Using Community Safety Notices to Improve Anti-Social Behaviour Strategies

Liz Smith, Head of ASB

# ASB Today: Tackling the Training Challenges

- ASB increased during Covid - challenges are amplified
- Significant increase in reports and demand
  - Anxieties of lock down
  - less tolerant and/or less considerate
- IT challenges
  - Remote working
  - Network stability
- Partnership resources – stretched even further
- Resources – staff isolating, gaps in service
- New ways of working here to stay

# ASB - Current Realities

- Increased need to recruiting temporary staff
- Need quality staff who can hit the ground running
- Classroom style learning no longer popular
- How do we induct and train these staff remotely?
- How do we line manage keep them engaged?

# The Training Challenge

- There is an **inconsistent approach** to ASB training
- Councils, Police, Resgistered Providers
  - All have the powers – don't all use or understand them
- A sizeable percentage of individuals have had little or no formal training,
- Impact being lack of knowledge and reduced confidence
- Results in cases not being effectively resolved.

# The Training Challenge

- No set standards - housing management varies across different providers
- Traditionally reliant on classroom training.
- Difficult to sustain
- Expensive to provide
- Harder to access
- **When ASB cases are not effectively resolved, victims and communities suffer the consequences**

# The Training Challenge

- The Local Government Association say that Council's should take the role of tackling ASB seriously,
  - **BUT - they are under funded**
- Reduction in staff,
- Reports of ASB still ongoing
- Lack of resource means that staff are unable to meet demands
  - **Impacting on outcomes and most importantly victims!**
- What is needed?
  - **Quality training from the start!**

# Effective e-learning

- SHG teamed up with Me Learning
- Developed a comprehensive e-learning programme
- Six online learning modules
- Covers the journey of a case from start to finish. The course is:
  - Clear, consistent & effective
  - Easily accessible & time-efficient
  - Cost effective
  - Long-term
  - CPD Registered

**stockport homes**  
Proud to be part of SHG

**me learning**

**Introducing our brand-new**

**Anti-social behaviour training programme**

-   
Six digital learning courses
-   
Learn the fundamentals of managing an ASB case from start to finish
-   
Gain better understanding of ASB case management processes
-   
Developed in partnership with Stockport Homes Group

For ASB professionals in housing associations, local authorities and neighbourhood policing teams

# Essential Lessons

- Effective case work practices
- Early intervention tools available to agencies
- How to engage a witness into the case process
- Recognising vulnerability & making appropriate referrals for support
- The Risk Assessment Matrix and how to use it
- Interview skills and techniques
- Statement writing
- How to develop partner relationships
- Tools and Powers



# What about the Experienced Staff?

- Overtime staff can become desensitised
- Transactional
- Process driven
- Lack the human touch
- Lose sight of why
- Empathy
- Case law – Care Act, Equality Act, Domestic Abuse Act

# Community Protection Notices

- . Intended to deal with repeated or on-going conduct which is:
  - Having a detrimental effect on the quality of life of those in the locality
  - Is persistent or continuing in nature
  - Is unreasonable

## New statutory guidance

- Sufficient evidence that the behaviour is genuinely having a detrimental effect in term of the nuisance or harm being caused
- Not just annoying
- Consider impact on vulnerable perpetrators and Equality Act 2010
- Decisions on persistence should be on a case by case basis
- Judgement on “unreasonable”



**What have CPNs been used for??**

Noise

Buskers

Car Washes

Dogs

Legal Highs

Rowdy Parties

Untidy Gardens

Japanese Knotweed



Time



Resources



Finance

Satisfaction

# Delegated Powers

- Section 53 ASB Crime and Policing Act 2014
- Who has them?
  - Police,
  - PCSOs,
  - Local Authority, “a person designated by the relevant local authority”
- Who wants them?
  - Mutual benefits

# Delegation Powers

- Local barriers to delegation?
- Gaining Buy-In
- Key suggestions
  - Memorandum of Understanding
  - Designated Officers
  - Agree to have CPNs checked for a period of time
  - Prosecutions

# Questions?

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