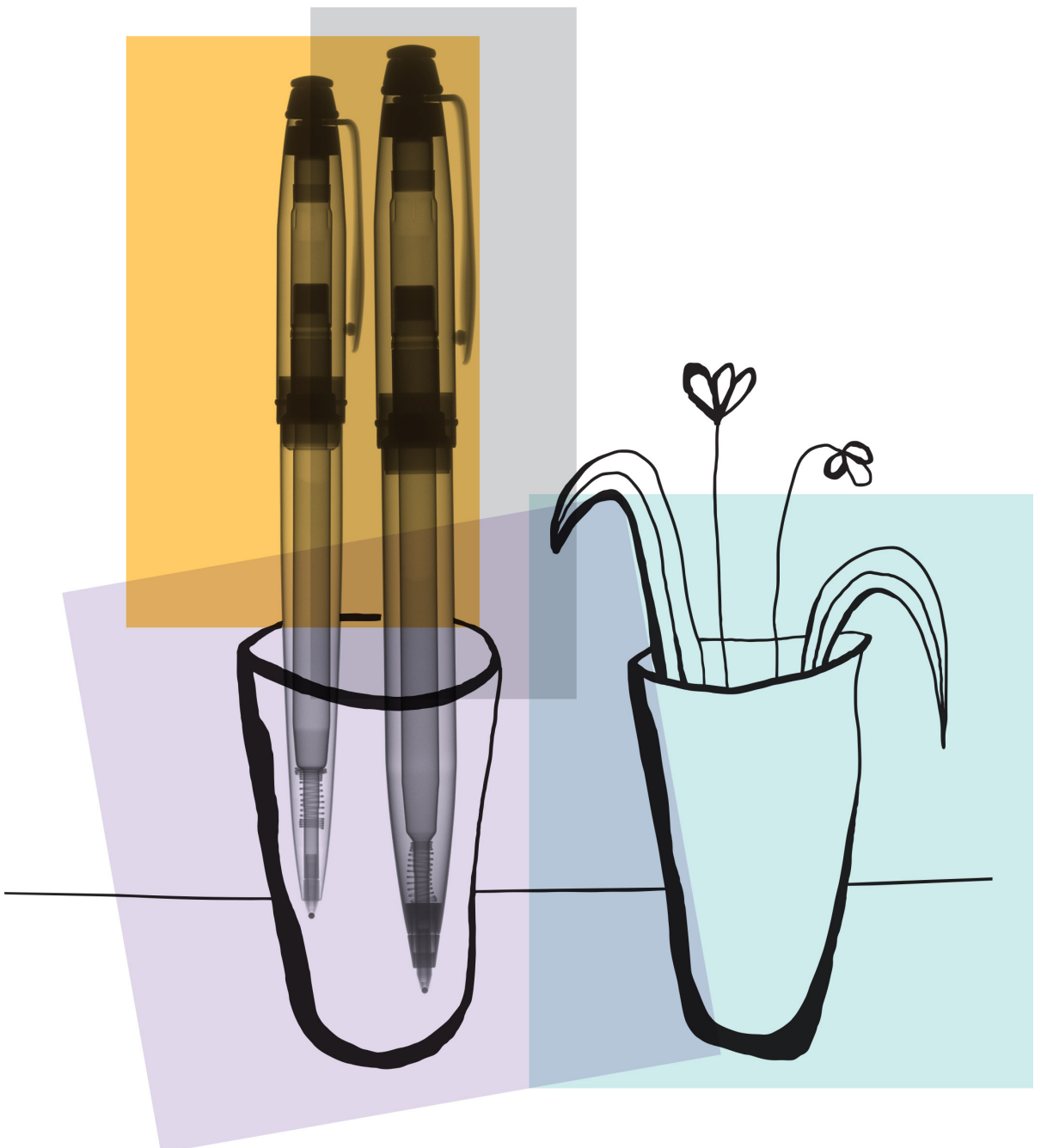


ASB Advisory Services



*We offer a tailored
approach to all
aspects of ASB
management and
provide you with
the tools you need
to manage any
anti-social behaviour
issues effectively.*



Understanding your needs

Tackling anti-social behaviour (ASB) continues to be a high priority for landlords and their communities. This is a complex issue which demands effective policies and procedures, a well formulated coping strategy and skilled staff to deal with prevention, intervention and enforcement. With all of these things to consider and much more, landlords from time to time require support to achieve the best results.



We are here to help

At Capsticks, we know from experience that managing ASB cases effectively significantly improves the chances of a successful resolution. That's why we have created an ASB Advisory Service to help guide and support your organisation through the challenges of managing ASB.

With our team of specialist lawyers and our nationally recognised ASB experts Chris Grose and Paul Dunn, we are uniquely placed to offer you quality and value for money. Chris and Paul have both gained a leading reputation through tackling ASB on both operational and strategic levels for many years. Chris and Paul have worked closely with the Home Office in the development of The ASB, Crime and Policing Act 2014 and continue to work closely with key officials in the Home Office and the CLG.

How we can help you

- Policy and procedure reviews
- Respect charter gap analysis
- Case management reviews
- Guidance on developing an ASB strategy
- Working with tenant scrutiny panels
- Officer coaching
- Board 'awareness of ASB' sessions
- Telephone advice line

We believe that each client is different and we are accustomed to tailoring our services to individual needs. You may be interested in the services overleaf but they can also be tailored to suit you specifically.

The Capsticks ASB Health-Check

The ASB Health-Check is an in depth examination of how ASB services can be best delivered within your organisation. Through interactive sessions, our ASB expert will focus on the key areas that are required to manage ASB effectively. This independent approach helps to provide the organisation with a clear plan of action to continuously improve services.

CapTrix

CapTrix has been developed to help organisations improve the quality of their ASB case management.

It is a highly cost effective and practical tool that is easy to use and helps managers and their staff to highlight key areas of quality assurance in case management. Some of the features of **CapTrix** include:

- A sophisticated performance monitoring of ASB cases
- A suite of good practice
- Pinpointing strengths and weaknesses
- Helpful hints and tips
- Satisfaction surveys and analysis
- Managing and tracking safeguarding referrals (with detailed analysis)
- An easy setup – it just takes a few minutes!

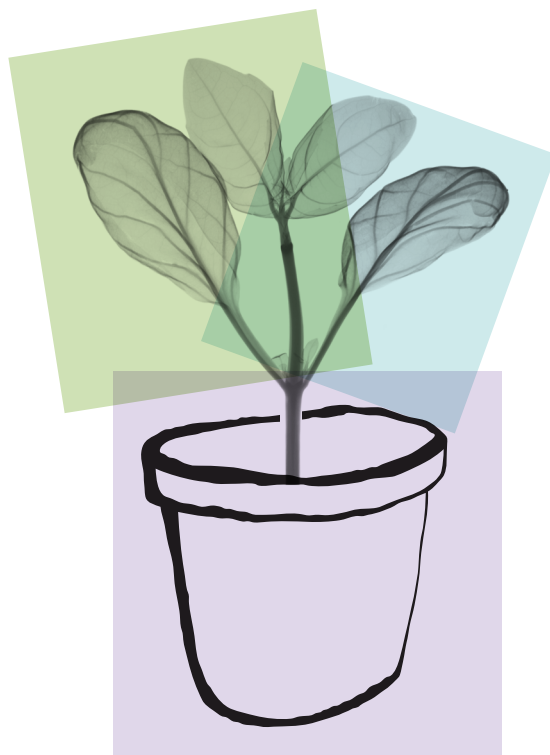
CapTrix helps organisations improve the quality of their case management which leads to cost savings.

Developing good practice guidance and publications

We have our finger on the pulse when it comes to new developments in tackling ASB. Our expert practical knowledge and national policy influence ensures that we can provide up to date and meaningful guidance and publications that will fulfil the needs of our clients.

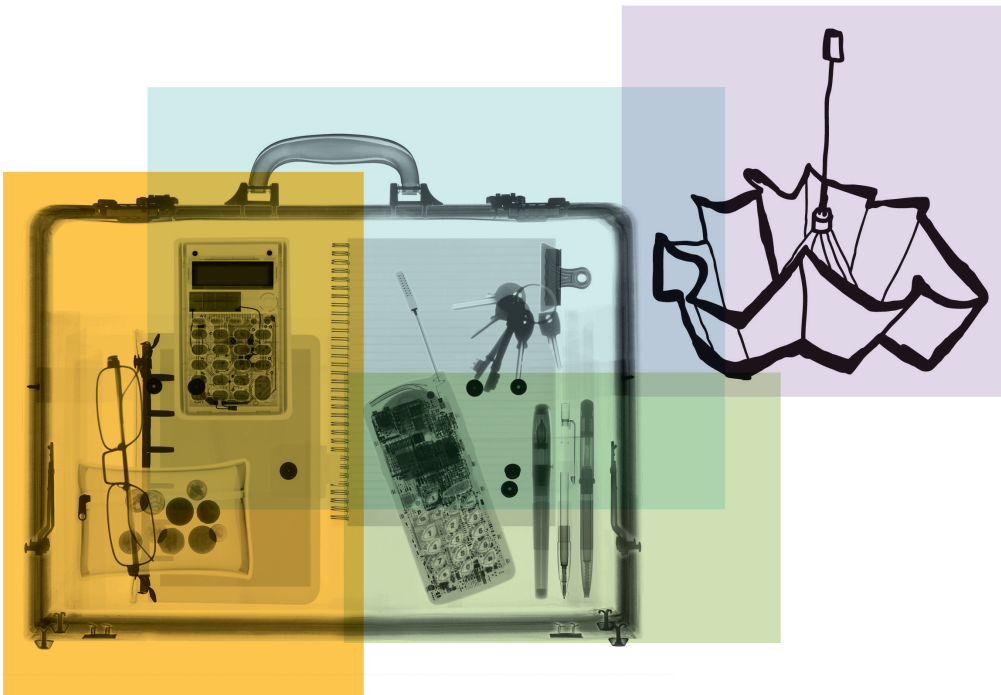
Training

We have a wide variety of training packages ranging from the basics to more complex areas of ASB. We use a range of mixed method approaches in our training sessions which are sure to capture the attention of delegates and provide them with the skills and knowledge they need to do the job.



What our clients say

- This Case Management Course is a great direct way of learning the best way to deal with ASB cases and ensure the right steps are taken to minimise the risk of a situation becoming worse, whether it be a neighbour dispute or serious incident.
- The course was delivered with passion and enthusiasm. This made the course enjoyable and helped us all learn more. Chris has an excellent knowledge of ASB
- I really enjoyed the training and have already applied some of the best practice to my ASB files.



Like to know more?

Please visit our website: www.capsticks.com or if you would like to speak with us, please call one of our team on the attached teamsheet.

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