



Capsticks ASB Project

Improving ASB Services together

The concept

We represent many clients and we aim to provide the best services available. Tackling ASB can be a very complex issue and we recognise that if cases are not managed effectively it can have a devastating impact on your communities. On top of that, we also recognise that this can lead to expensive legal bills. The concept of this project is to work closely with landlords and Local Authorities on ensuring that they are equipped with the right skills and knowledge to continuously improve approaches in tackling ASB and reducing the impact on communities.

This approach will enable your organisation to embed some fundamental principles of effectively managing ASB, take a strategic approach in understanding the impact of ASB on your business whilst also working with other likeminded organisations.

What does it include?

- 3 Master-class workshops – unlimited numbers can attend
- 3 consultancy days per client
- Free use of CapTrix – case management review tool to track your progress
- Ongoing ‘free telephone ASB advice*’ during the life of the project from our nationally recognised specialist ASB experts
- 15% discount on all Capsticks Consultancy Service products

How it works...

The workshops...

Each workshop will be attended by all clients that sign up to the project. This will provide an excellent opportunity to work with likeminded organisations and allowing shared learning to take place. These workshops have been specifically designed by our ASB experts and promise to deliver thought provoking ideas that will add value to your approaches.

Master-class workshops to focus on:

- Problem solving techniques and effective case management
- Dealing with Mental health, Drugs, Safeguarding and complex cases
- Using the tools and powers and how to develop an ASB Service Strategy

The consultancy...

You'll be able to benefit from bespoke consultancy provided by our nationally recognised ASB experts, which will be targeted at improving your approaches to ASB. This bespoke service could be a culmination of many different areas such as:

- Conducting independent case reviews
- An ASB health-check service
- Developing Policies and Procedures
- Working with staff to develop an ASB Strategy
- Facilitating tenant and partner agency workshops
- Helping to achieve value for money
- Facilitating problem solving sessions within your communities
- Handling complex complainants/perpetrators

Free use of CapTrix

CapTrix is a web based tool created by Capsticks to improve case management. You'll be able to review cases of ASB, and even try out the new function of case management. You'll also be able to log all Safeguarding cases as well as review them. The good practice area provides lots of helpful documents and templates to help staff members improve their approaches. You'll be able to track progress of cases and hopefully see the overall improvements during the project.

Capsticks

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 @capstickslp

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Free 24/7 telephone ASB Advice line*...

In addition to everything else, you will also have access to our 24/7 ASB telephone advice line service for any of your tricky cases during the life of the project.

Why should you sign up?

We believe that this exclusive package can enhance your overall approaches in managing ASB effectively. We have specialist expertise in tackling ASB from practitioners to legal experts. This concept is designed to assist our clients on the journey of ASB, and not just becoming involved where legal action is needed. We anticipate that the benefits of signing up to this project will lead to:

- Improved policies, procedures & strategy
- Enhanced staff awareness of the importance in managing ASB effectively
- Cost savings through more efficient approaches being adopted
- Learning from national experts and other likeminded organisations
- Better outcomes for residents suffering from ASB
- Increased resident satisfaction in how cases are being handled

Who leads this project?

Our nationally recognised ASB expert Chris Grose will lead on this project. Chris has worked very closely with the Home Office to help shape the ASB, Crime and Policing Act and has worked nationally within the Housing, Local Authority and Policing sectors. Chris uses his personal experiences of managing an ASB specialist team so he is uniquely qualified to help you review and improve the way you handle ASB within your organisation.

In addition to Chris, our friendly specialist housing lawyers will also be involved in the project to help provide a seamless service to our clients.

How much does it cost?

Total cost of **£5000** plus VAT

There will be a limited number of places that we can cater for. To avoid disappointment please do contact us to book your place. The project will run for 6 months in total. Contact Chris Grose, chris.grose@capsticks.com or call 07894 807446 for more information.

. *free telephone ASB advice line to be provided by the ASB Advisory Service and does not include advice from lawyers on existing cases

For more information please contact:



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