



## *'Becoming an ASB Pro' Training Series* Winter/Spring 2019

Capsticks are delighted to announce the following ASB Training courses which run over the Winter/Spring of 2019.

Our 'Becoming an ASB Pro' training series equips professionals with a broad range of skills and is aimed to enhance knowledge and confidence when tackling ASB issues in this complex area. These training sessions can be taken individually or as a series.

### ASB Case Management (1 day)

Review the basics of case management. Learn how to:

- open cases effectively
- manage risk
- deal with complainants and perpetrators
- construct effective action plans
- gather evidence and effective investigation techniques
- deal with counter allegations
- close cases effectively.

### Safeguarding Vulnerable Adults and Children (1 day)

Improve your approach and knowledge of this critical subject by:

- listening to up-to-date guidance on current legislation (The Care Act and The Children's Act)
- learning how to spot tell-tale signs of abuse
- learning how to make referrals to statutory agencies
- learning how to challenge partner agencies
- dealing effectively with issues such as professional boundaries, data sharing and unconscious bias.

### ASB and Mental Health (1 day)

Explore the labels and indicators of mental health. Learn how to:

- manage mental health cases
- decide when to provide support and when to consider enforcement
- get the most out of partner agencies
- know what to expect in court from a defence and hurdles perspective

- prepare cases for court by reviewing arguments relevant to the Equality Act duty, Mental Capacity Act and Human Rights Act.

## ASB Tools and Powers – how to use them effectively (1 day)

Know what the options are, when and how to use the powers available. You will learn:

- your powers within the ASB, Crime and Policing Act 2014
- what your powers mean in practice by exploring insightful case studies
- by group discussion around the practical approaches to applying these powers to your business.

## A Step by Step Approach in Delivering an ASB Strategy Training for Managers (1 day)

With the increased focus on Value for Money (VFM) learn how to provide a clear framework for services delivery. We'll explore:

- examples, processes, stakeholder and staff consultations
- how to interpret data, analysis and anecdotal feedback
- how VFM can be achieved
- how to evidence continuous improvement.

## The Courtroom Experience – preparation and mock trial (1 day)

Build confidence in giving evidence and dealing with defence arguments. This course covers:

- pre-court case preparation (collating court bundles, getting familiar with court papers & witness statements)
- understanding court etiquette
- taking part in a mock trial using real life case studies with a barrister and solicitors

## Who should attend?

These courses are aimed at professionals that have a responsibility for tackling ASB and/or Community Safety. This may include:

- ASB Officers
- ASB Managers
- Housing Officers
- Community Safety Officers
- Police Officers
- Environmental Health Officers
- Tenancy Sustainment Officers
- Local Authority officers.

## Costs:

1-2 courses: £189 plus VAT

LASBAS member rate: £129 plus VAT

3 or more courses, the cost per course is:  
£129 plus VAT  
LASBAS member rate: £69 plus VAT

## What type of training is it?

We are really proud of the exceptional feedback that we receive for all of our training courses. The training is delivered by professionals with extensive experience of dealing with ASB at all levels, from operational to advising government policy and legislation. Our courses involve a combination of activities, presentations, debates, video's, case studies and knowledge sharing between participants. Participants will leave our courses feeling inspired and confident when tackling future ASB issues.

## Dates/Location

15 January 2019 – ASB and Mental Health

21 February 2019 – ASB Tools and Powers

28 February 2019 – ASB Case Management

28 March 2019 – Safeguarding

11 April 2019 – A Step by Step Approach in Delivering an ASB Strategy – Training for Managers

29 May 2019 – The Courtroom Experience – Preparation and Mock Trial

All of our training courses will be held at our Wimbledon office, 1 St George's Road, Wimbledon, London, SW19 4DR.

## Added Value

Participants will receive a certificate for each course attended and if participants wish to sign up to all training courses, they'll receive free access to our ASB professional's online portal where they can ask questions, speak with other professionals and gain access to helpful templates and further information.

*For more information please contact:*



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