



Effective ASB case management

Practical training for frontline officers

Introduction

Effective ASB case work underpins all activity aimed at reducing ASB, starting at the point of contact. Our goal should always be to resolve the problem, and this course will help you do just that. We'll take you on a journey from how to open an ASB case, right through to closure.

What the course covers:

- Opening a case
- Managing risk
- Attention to detail and unconscious bias
- Action planning
- Approaching the other party
- Dealing with counter allegations
- Problem solving
- Consideration of all tools available
- Managing a perpetrator interview
- Closing cases

What style of training is it?

We use a number of methods to get the best outcomes from the session; this will include lectures, case studies, activities and group sessions. All of our sessions are emotive, fun, relaxed and informal and encourage open discussions to help the learning process. Officers will be encouraged to share their experiences, views and opinions.

Who delivers the training?

Our nationally recognised ASB specialist Chris Grose leads on our ASB training and has developed a variety of training packages that have proven to enhance participants' knowledge, skills and awareness. Chris has worked with over 350 landlords and advised the Home Office on the development of the ASB, Crime and Policing Act 2014.

Where does the training take place?

This training is delivered via 'Zoom' which is an online platform.

How do I book?

To book your place on this course or to find out more, please contact chris.grose@capsticks.com