Anti-social behaviour – a practical guide to case management and effective outcomes

Mark Barrow

Intent

1. What is ASB?	Looking beyond the definitions	What are we trying to achieve?
2. Understanding a risk- based approach	Benefits and limitations of a risk-based approach	Using a risk-based approach at case review?
3. Effective case management	Follow policy? What are we trying to achieve?	When to close? When to escalate?

Group Charter

1.
2.
3.
4.

What is ASB?

What is ASB?

Beyond the legal definition

Policy Task

OUTCOME?

What is ASB? ...(cont'd)

Policy Task

Feedback on pre – course work

Is there a definition?

Is there a process?

What is ASB? ...(cont'd)

Group discussion

Benefits & Limitations of your Policy definition

Looking beyond the Policy

OUTCOME?

Understanding a risk-based approach

What is a risk- based approach?

Breakout room activity – Initial ASB report

OUTCOME?

What is ASB? ...(cont'd)

Initial Report Task:

- In your Breakout Room read the brief
- Complete the Risk Matrix
- Make a draft initial action plan.

What is ASB? ...(cont'd)

Initial Report Task

Each group feedback on their Risk Matrix and initial actions

Understanding a risk-based approach

Activity: Group Feedback

Fiona Pilkington case

Benefits?
Limitations?
Opportunities?

OUTCOME?

Learning Style Task

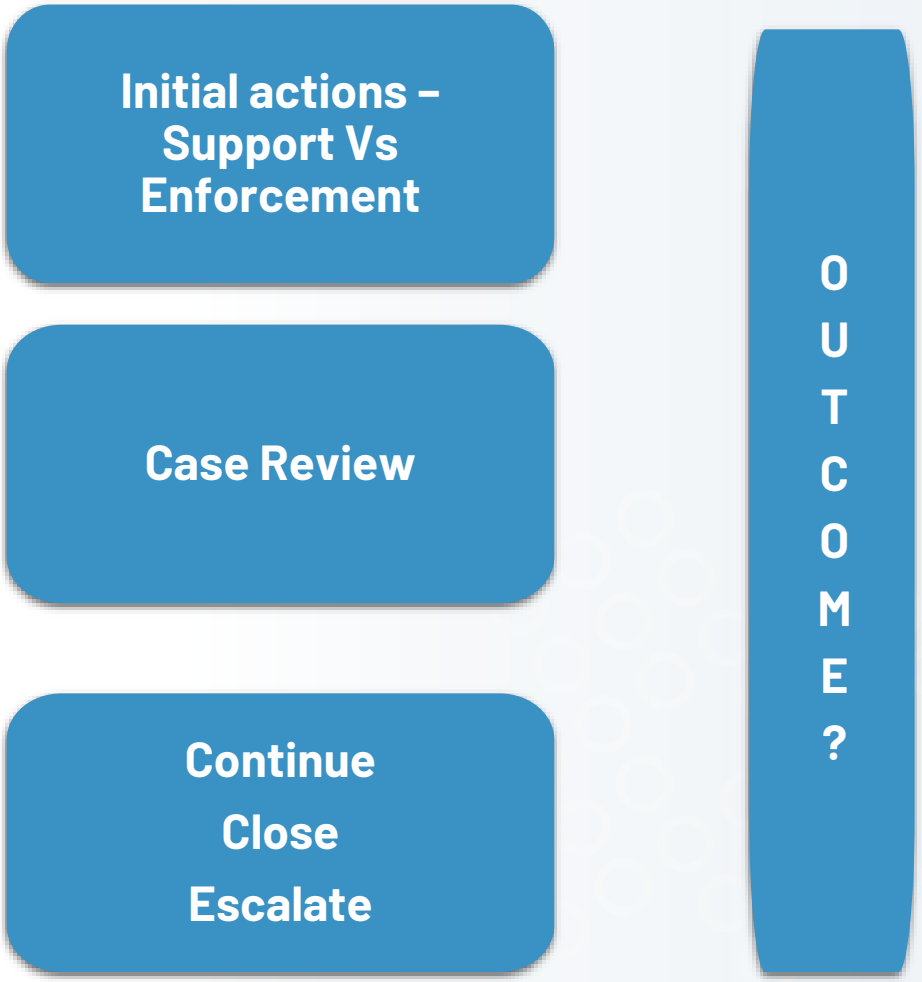
Honey & Mumford:

- Read the instructions
- Complete the Questionnaire
- Add up the Ticks.

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4. ASB Plan 2023	Thoughts and views	Reflections – what will you do next?

Effective Case Management



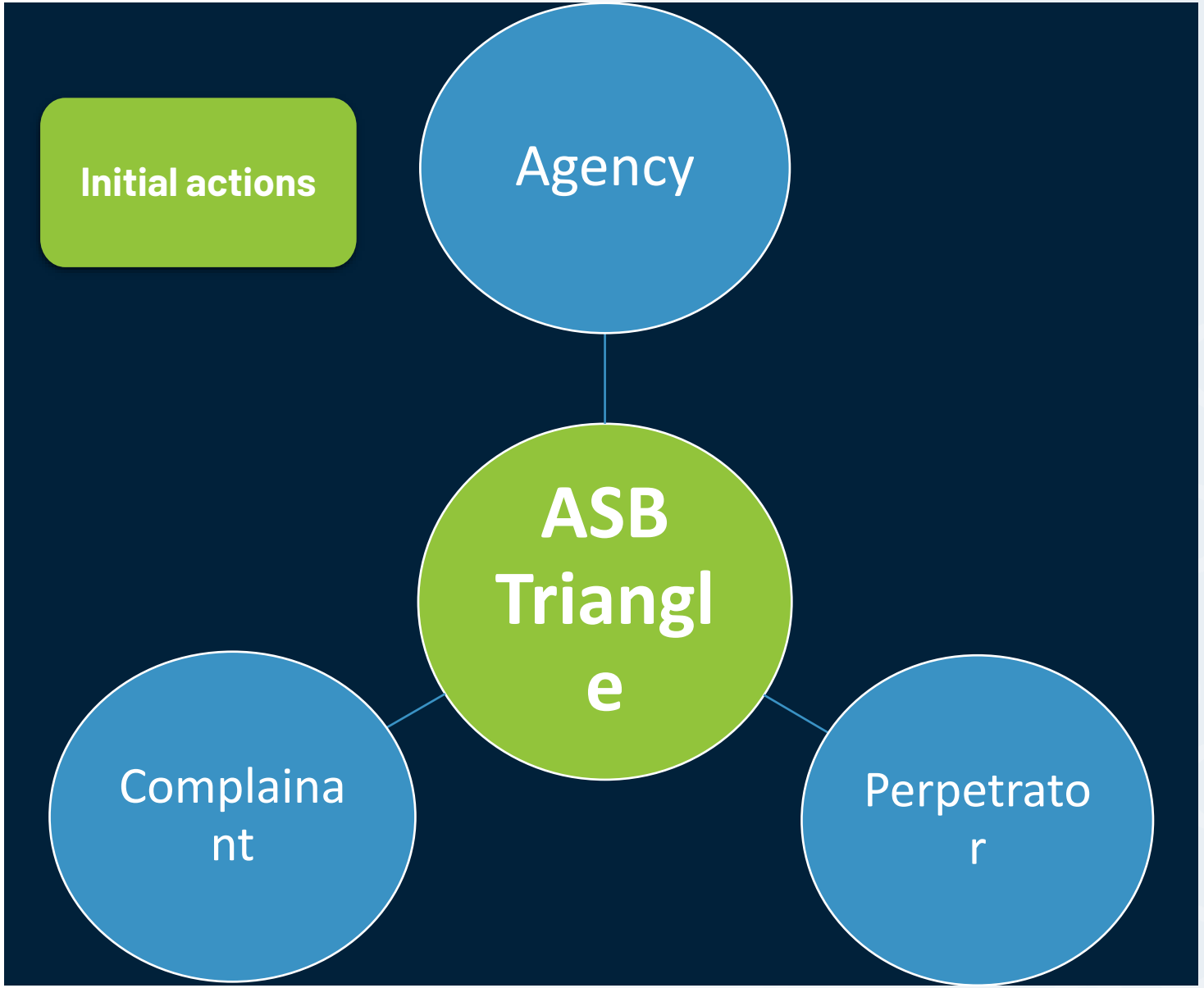
Effective Case Management ...(cont'd)

Initial actions – Support Vs Enforcement

Case Review

Continue
Close
Escalate

OUTCOME?


Initial actions
Agency
ASB Triangle
Complainant
Perpetrator

Effective case management - Breaking the triangle



Effective case management ...(cont'd)

Letter writing Task

In your breakout rooms:

- Agree on a warning letter for a tenant following an interview they have attended following a noise nuisance complaint
- Choose one of your group to feedback on what you chose to write and why including content and style.

Effective Case Management ...(cont'd)

Initial actions – Support Vs Enforcement

Case Review

Continue
Close
Escalate



OUTCOME?

Effective Case Management ...(cont'd)



Effective case management ...(cont'd)

Case Review Task

- In your Breakout Room read the brief from the Initial report
- Complete the Risk Matrix
- Compare with Initial Matrix and decide next steps

Effective Case Management - Review

When to Review?

Why?

How?

OUTCOME?

Effective Case Management

Initial actions – Support Vs Enforcement



Case Review



Continue

Close

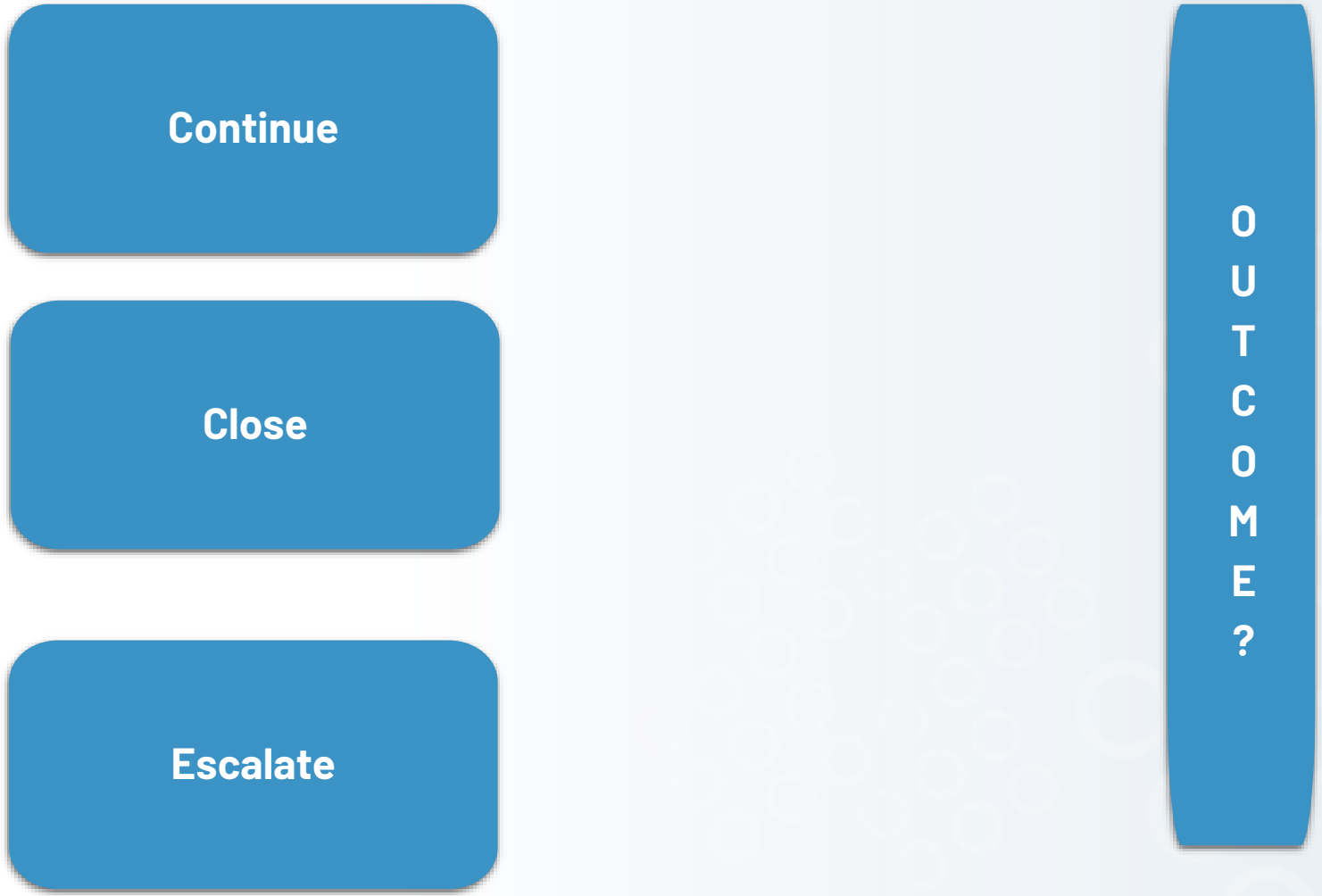
Escalate

OUTCOME?

Effective Case Management ...(cont'd)



Effective Case Management – Continue, Close, Escalate



Effective Case Management ...(cont'd)

Initial actions – Support Vs Enforcement



Case Review



Continue
Close
Escalate



OUTCOME?

Learning Leadership and Management

Map Task

- In pairs or a three
- You will each have sent an image by email
- One of you will have a circle on your image
- If you have, your job is to explain to the other (s) where that circle is so that they can draw the circle in the same place on their image
- You will have 5 minutes and then feedback to the group.

Learning Leadership and Management ...(cont'd)

Map Task - feedback

- In turn please feedback your thoughts on how this task went
- Did you have a strategy?
- What was most challenging and what worked for you?

Learning Leadership and Management - Emotional Intelligence

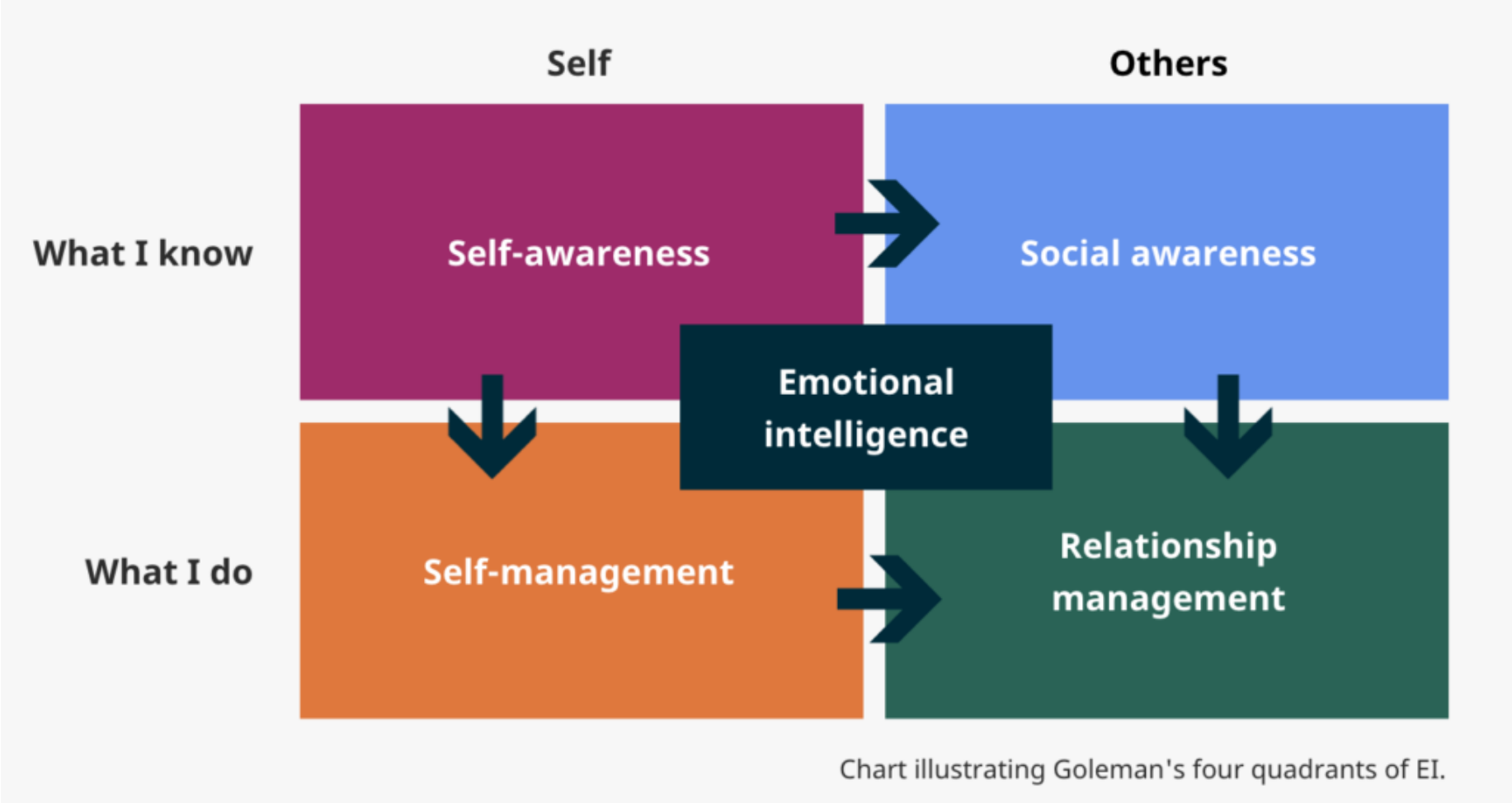


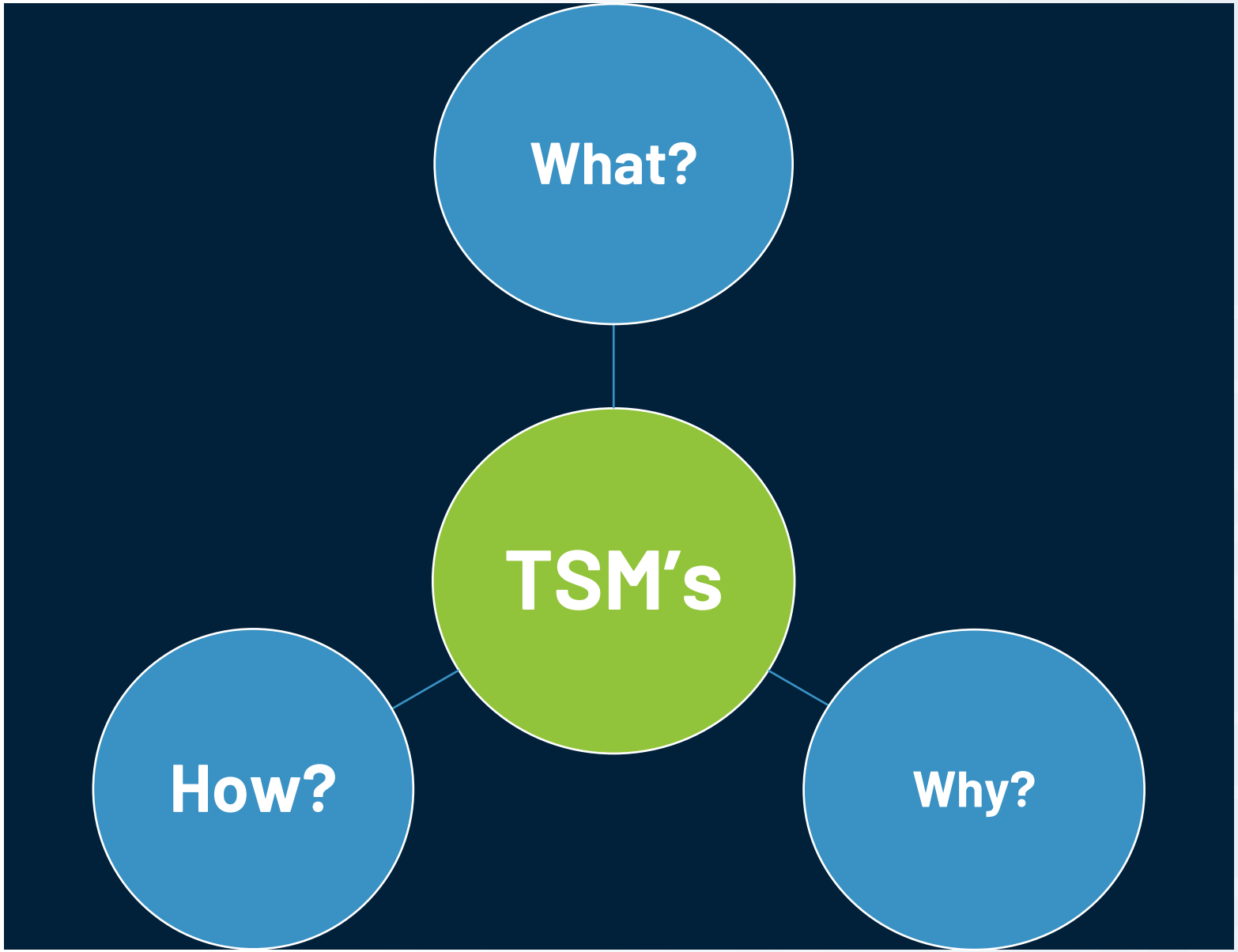
Chart illustrating Goleman's four quadrants of EI.

Learning Leadership and Management - Emotional Intelligence

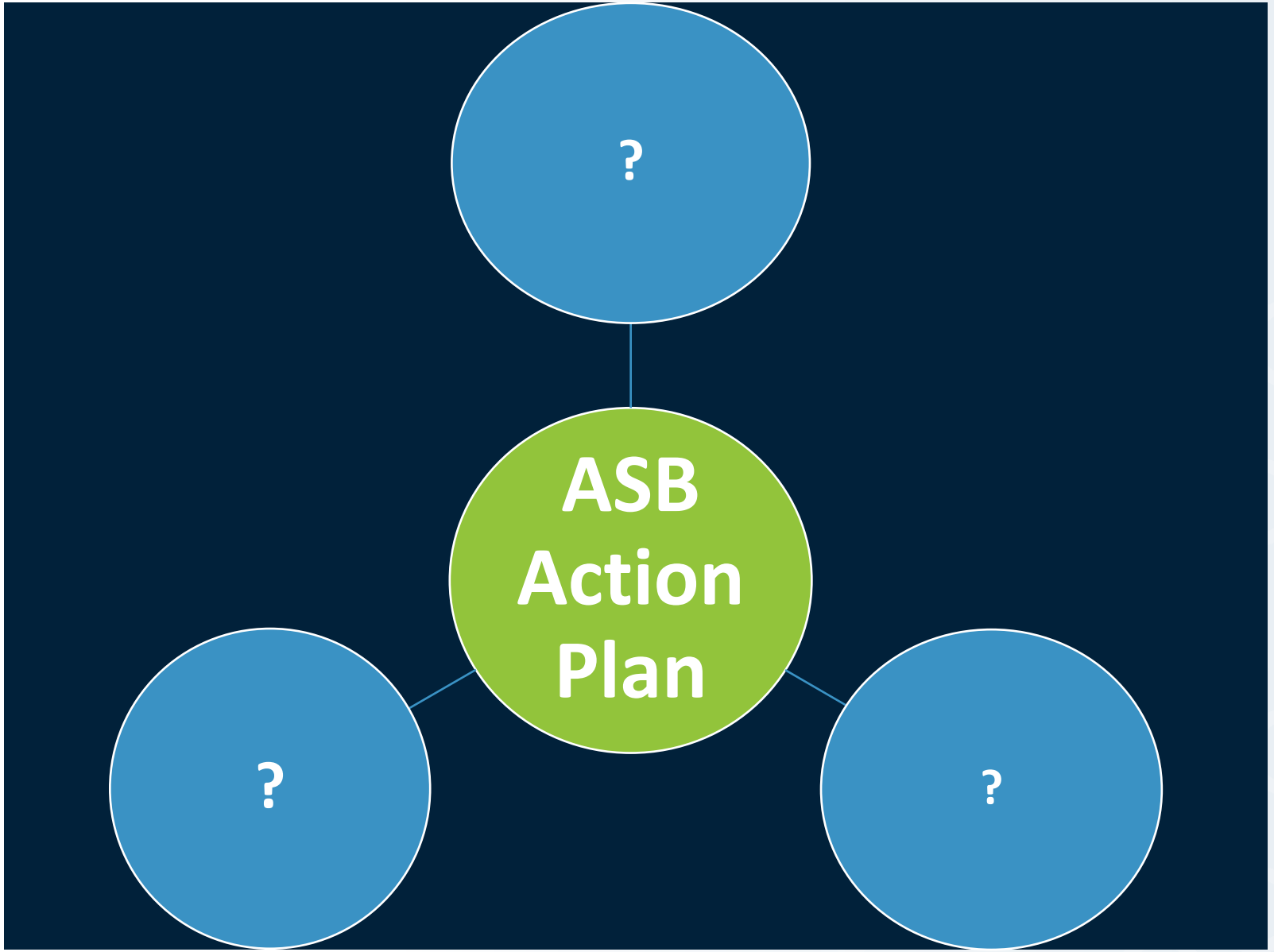
https://www.mindtools.com/axbwm3m/how-emotionally-intelligent-are-you

Intent

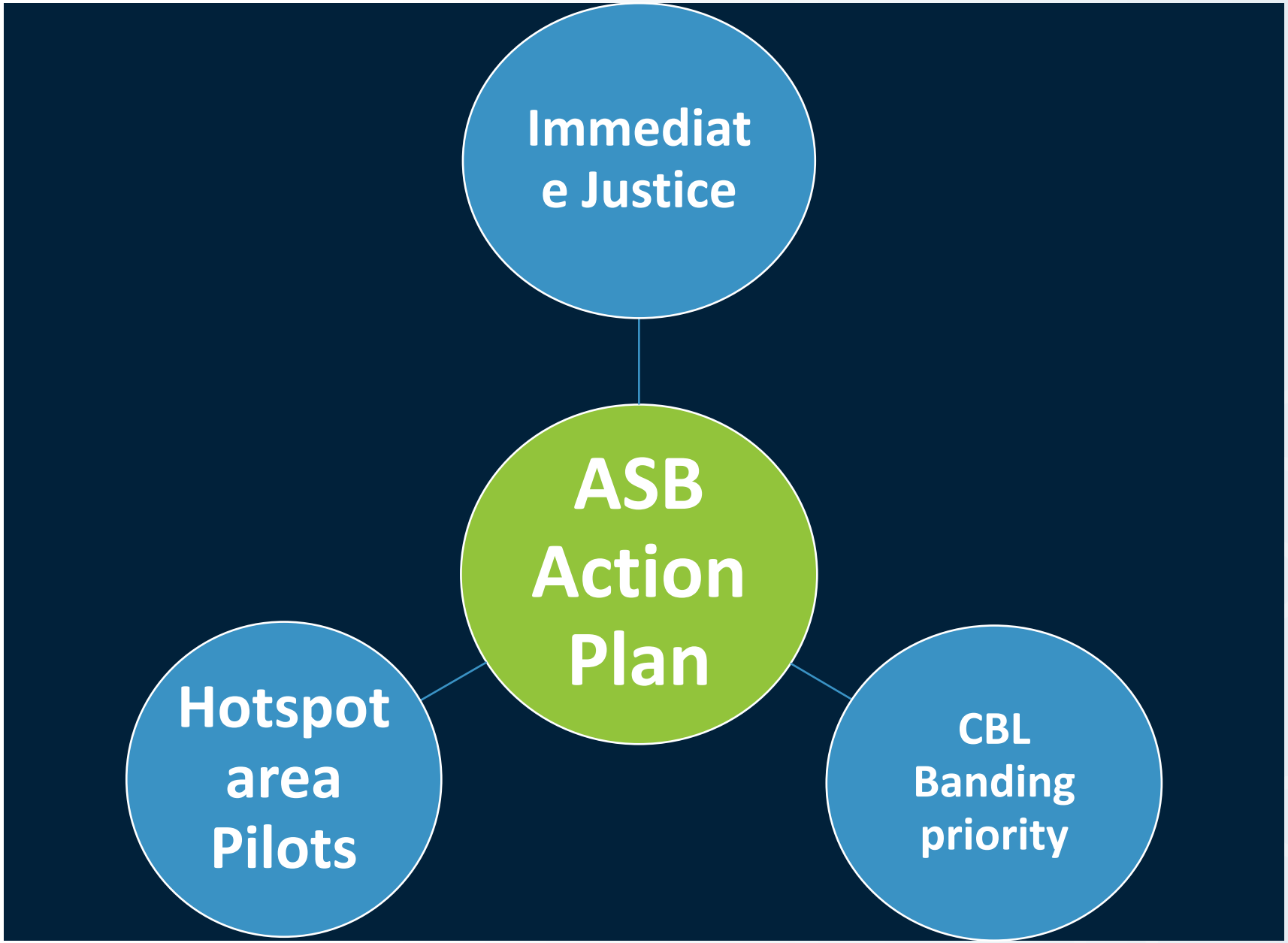
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hqn TRAINING



hqn TRAINING


Immediat
e Justice
ASB
Action
Plan
Hotspot
area
Pilots
CBL
Banding
priority

https://www.gov.uk/government/publications/anti-social-behaviour-action-plan/anti-social-behaviour-action-plan

Voted Topic!!!

Any Questions?

Recap – One Thing!

One thing you've learned

One things you'll change OR do differently after today

Thank you!!!

Any Questions?