



Target Audience

Housing Support Teams who are providing direct care and support and teams whose work may be affected by the anti-social behaviour of people they come into contact during work activity.

This course has been developed to provide learners with a better understanding of how to diffuse, manage and cope with anti-social behaviour. This course will benefit both staff who are supporting people who live in self-contained housing and have access to shared communal facilities, as well as people who do not share communal facilities. Through discussion, learners will explore the options available to them to ensure they are safe and able to behave appropriately, professionally and socially at all times. Learners will get the opportunity to discuss the real-life situations and dilemmas they face and with guidance, know what they need to do when faced with these or similar dilemmas in future.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, interactive polls, knowledge checks, use of drawing tools, scenarios for breakout groups, questioning, participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ The Anti-Social Behaviour, Crime and Policing Act 2014
- ◆ The Care Act 2014

Course Content

- ◆ Legislation and policies on anti-social behaviour
- ◆ Obligations and responsibilities of people being supported
- ◆ Support of others in reporting anti-social behaviour
- ◆ Understanding behaviour as communication
- ◆ Life changes that can cause behaviours to change
- ◆ Prevention of anti-social behaviour
- ◆ Supporting and responding to displayed behaviours
- ◆ Safeguarding, including harassment, hate crime and domestic violence
- ◆ Following procedures to ensure a balanced approach to displayed behaviours
- ◆ Your role to build a legal case to serve notice
- ◆ Witness statements and collating evidence

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Explain how legislation, frameworks, codes of practice and policies relate to anti-social behaviour
- ◆ Explain the context and use of proactive reactive strategies
- ◆ Promote positive behaviour
- ◆ Respond appropriately to incidents of challenging behaviour
- ◆ Support following an incident of anti-social behaviour
- ◆ Review and revise approaches to promoting positive behaviour
- ◆ Explain how to build a legal case to serve notice
- ◆ Describe how to collate evidence and the process to build a witness statement

Duration: 3 Hours