



# Dealing with Anti-Social Behaviour

## For Housing Practitioners

This one and a half day training course will be of particular interest to all staff working in the housing sections of Local Authorities [LAs] that deal with cases of anti-social behaviour [ASB], including:

- **Anti-Social Behaviour Officers**
- **Housing Officers**
- **Tenant Liaison Officers**
- **Estate-based Staff**

Anti-social behavior has become an all too real issue in recent years with many Local Authorities [LAs] and their staff – in addition to their daily duties - having to learn how to deal effectively with difficult problems arising within their housing stock.

Anti-social problems can range from neighbour disputes to drug dealing - highlighting a myriad of issues presenting at LAs throughout the country. It is imperative that they are dealt with effectively to prevent difficulties escalating.

The training will be delivered by Liam O'Donovan, Senior Inspector, Dún Laoghaire Rathdown County Council.

### Fees and Application

The cost of the one and a half day course is €320 per person.

Booking can be done online on the IPA website: [www.ipa.ie](http://www.ipa.ie)

### 1 & ½ DAY PROGRAMME

### Dates and Venues:

26-27 September 2019 (Strand Hotel, Limerick City)

28-29 November 2019 (IPA, Dublin)

Please visit [www.ipa.ie](http://www.ipa.ie)

or the new [Housing Training Portal](#) for updated details.

### Programme Coordinator

For further information regarding course content please contact:

Dr Philip Byrne

Senior Local Government Specialist  
Institute of Public Administration

T: 01 – 240 3631 | E: [pbyrne@ipa.ie](mailto:pbyrne@ipa.ie)

## Complete Impact Assessment Test

To complete the course, participants will be given an Impact Assessment Test. This is an online multi-choice test to embed the information provided during the course. It normally takes place approximately two weeks after the course and can be undertaken a number of times if necessary.

*Please be advised that participant email addresses for those enrolled on relevant IPA NHTDP programmes, including this course, will be shared with TestReach Ltd for the purposes of completing the Impact Assessment Quiz. TestReach Ltd is a provider of online assessment services based in Dublin, Ireland.*

### Aims of the Course

The aim of this course is to:

- introduce delegates to the legislation surrounding antisocial behaviour including the Housing (Miscellaneous Provisions) Act 1997, 2009 & 2014.
- Take delegates through complaints systems and procedures, investigation of complaints, and case disposal, incorporating recommendations as outlined in the good practice guidelines, Preventing and Combating Anti-social Behaviour.
- Demonstrate practical examples of tenancy warnings relating to anti-social behaviour, and the required content.
- Demonstrate practical examples of a Notice of Intention Possession Application relating to anti-social behaviour and the required content.
- Highlight the proofs and necessary documentation required under the new legislation, in these complex cases.
- Show the legislation at work with case studies.
- Highlight basic procedures regarding Evictions.

### Course Content

The course will address the following:

- Anti-Social Behaviour: definition and detailed analysis of the 1997, 2009 and 2014 Acts as well as new Proceedings for Possession of Local Authority dwellings and Excluding Order procedures.
- Complaints systems and investigations.
- Tenancy Warnings, Notice of Intention Possession Applications relating to Anti-social Behaviour.
- Proofs for Court.
- Case Studies.

### Course Details

The course will take place from 9.30am to 5.00pm on day one and will finish at lunchtime on day two. Tea/Coffee will be provided both days and Lunch will be provided on day one. Participants will receive course documentation on the day.