



Dealing with Anti-Social Behaviour

For Housing Practitioners

1 & ½ DAY PROGRAMME

This one and a half day training course will benefit all staff working in the housing sections of Local Authorities [LAs] that may have to 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 situations arising within their housing stock.

Anti-social problems can range from disputes between neighbours to drug dealing - encompassing 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 via the IPA website: www.ipa.ie



57-61 Lansdowne Road,
Dublin, D04 TC62

T: 01 240 3666

E: training@ipa.ie

W: www.ipa.ie

Dates and Venues:

28-29 May 2020 (Radisson Blu Hotel, Athlone Co. Westmeath)

23-24 July 2020 (Anner Hotel, Dublin Road, Thurles, Co. Tipperary)

Please visit 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

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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 HTN 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 anti-social behaviour including the Housing (Miscellaneous Provisions) Acts 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 with regards to particularly 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.