



About us

Resolve is a Centre of Excellence solely focused upon community safety and antisocial behaviour (ASB). We provide a voice for our members and act at a national level responding to consultations and maintaining a proactive and leading role in influencing national policy.

Community Safety issues and ASB can be tackled effectively and everyone has a right to feel safe.

Our mission is to professionalise the sector by helping organisations to effectively deal with community safety and ASB issues through training (including accredited BTEC and CPD courses), support, guidance and sharing best practice.

The wider Resolve team includes expert practitioners who have held senior roles within large complex organisations with a wide variety of expertise from community safety and ASB, including safeguarding, hate crime, vulnerability, domestic abuse, mental health and tenancy fraud to name a few topic areas.

Resolve consultancy includes quality assurance, policy reviews, case reviews, case work and bespoke consultancy to develop an improvement pathway based on best practice and benchmarking. Our partnership working and stakeholder engagement brings together the experience of many different types of organisations, and complex problem solving, ensuring effective practice and value for money.

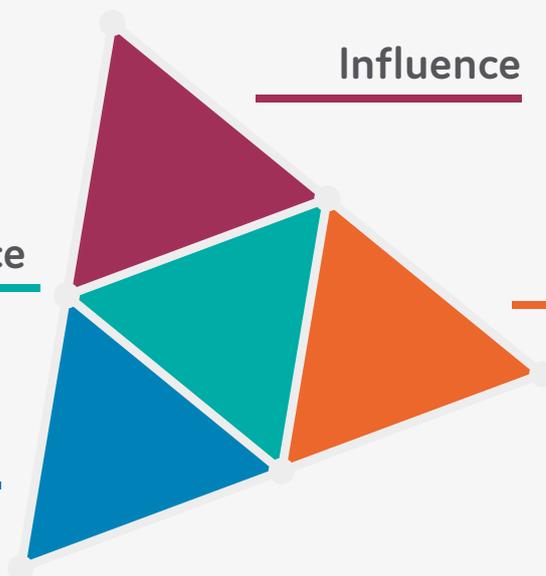
Resolve focuses on four main areas:

Professional Practice

Member Services

Influence

Learning and Development



Influence

Resolve has considerable influence nationally, sitting on a wide variety of groups focusing on developing future policy direction and best practice.

Resolve's own National Policy Advisory Group (NPAG) offers exclusive networking opportunities, direct briefings and acts as a 'thinktank' reviewing national priority issues. The thoughts and comments of NPAG are fed directly into the wider strategic groups that Resolve are involved in. Namely the Home Office Strategic ASB Board, the National Housing Domestic Abuse Policy and Practice Group, the Civil Justice Council Injunction Working Group, the Home Office Voluntary Sector Forum and N8 Policing Research Partnership Advisory Board.

Our unique position provides members with a voice; Resolve has played an integral role during the inception of the ASB Crime & Policing Act 2014 and the updated statutory guidance. Resolve has also played a pivotal role in the recognition and promotion of national best practice developed by our members that has demonstrated the importance of a victim centred, harm based approach when dealing with community safety and ASB.



Professional Practice

Resolve proactively develop national best practice, supporting members to work collaboratively and pilot new ideas with national organisations such as Stop Hate UK and Crimestoppers. To provide the most relevant and topical best practice we partner with academic institutions to research the impact of legislation and new approaches.

Our collaborative approach means we engage with our members, encouraging networking to gather examples of excellence within the field and provide advice. Our 'how to guides' and templates are the go to resource to support frontline officers in their complex roles in resolving Community Safety issues and responding to ASB. Resolve also offer a bespoke consultancy, case review, policy and procedure review and our own Quality Assurance Framework (QAF) to those members who wish to assess and develop their current services.

Our national Annual Conference is the only event in the Community Safety & ASB calendar featuring expert key note speakers addressing a wide range of Community Safety issues, best practice workshops, networking opportunities and our national awards ceremony to celebrate success.



Learning and Development

Resolve offer a range of courses for frontline practitioners, from entry level through to specialist masterclasses. We believe the use of real case study examples and topical issues give delegates a solid grounding in how best to respond to ASB and community safety situations. Using national experts as course leaders, our training programme enables delegates to gain practical learning to support day-to-day roles as well as developing key competencies.

Continuing professional development in the community safety sector is crucial to maintaining personal competence and ensuring services are effective and efficient. Our CPD accredited courses attract CPD hours that can go towards a personal and professional development plan.

Resolve strive to professionalise the sector and through Community Safety Professionals Training Ltd (CSPT), our registered BTEC centre, we provide professional community safety qualifications. Our BTEC is bespoke to ensure it is relevant, drawing upon current examples and best practice. Each module is designed to build on the credibility community safety professionals need and to support them to meet the increasing demands of them at every stage in their career.



Member Services

Our regional networking seminars are held three times a year and showcase national and regional best practice, provide essential legal updates, and give members the opportunity to share, discuss, contribute and provide feedback on topical issues which Resolve are then able to take forward at a national level.

Our bulletins highlight government policy and reports, distilling complex information into a relevant summary and supporting our members to be better informed and proactive.

Resolution is the community safety and ASB magazine, published four times a year, it provides the essential guide to new national policy and best practice. Featuring articles from national figures and organisations in addition to expert opinion and an update on how we are involved in shaping the future of how community safety and ASB issues are resolved.

Our members-only section of the website provides access to guides and templates to support service delivery, the exclusive forum provides a space for all of our members to ask questions, discuss and search previous discussion threads. Members can also use this area for networking and sharing examples of policies and procedures, case advice and best practice.

