



# Involvement

## What Happened Here? Involving clients in reviewing major incidents

### Background

#### I think What Happened Here?

Meetings are vitally important, they enable managers to hear first-hand how clients view major incidents and the impact such incidents have on them. It was great to work with clients reviewing incidents, hearing their take on things, and gain their understanding of what is and isn't a major incident. (Business Contracts Manager).

What Happened Here? is a one day workshop for clients which takes place each month in one of our Care and Support regions. At these workshops clients review a selection of major incidents and make recommendations for how they can be prevented or managed differently in the future. Client feedback is reviewed by senior leaders and helps inform actions, guidance and lessons learned.

### What happened?

In the last 12 months, we:

- Delivered four What Happened Here? workshops (in Birmingham, Newcastle and Cheltenham)
- Trained and involved 64 clients
- Reviewed 28 major incidents and made recommendations for improving how we deal with major incidents across Care and Support services.





## What changed?

Clients ask the following questions of each major incident reviewed:

1. What could we do differently?
2. How can we prevent this happening in the future?
3. What support should we offer to clients involved in or affected by a major incident?

Their recommendations included:

- Keep other organisations informed and updated
- Review policies
- Pass on information at the very beginning
- Offer more training to support workers
- Follow up on assessments regularly
- More communication
- Offer counselling, rehabilitation programmes and training on health and safety to clients involved or affected by the incident.

“ I think it is beneficial for clients to know their views are important and are listened to.  
Business Contracts Manager ”

Following client feedback, we:

- Worked with our Learning and Development Team to introduce First Aid training and Mental Health First Aid training for all colleagues working on the front line. This training will be adapted for clients, particularly those most at risk
- Attended a conference on young suicide to learn about this issue and share what we learned
- Reviewed all major incidents that involve safeguarding issues at our Safeguarding Panel; this is now reported to the Board who monitor the levels and types of incidents, twice yearly
- Reviewed and improved training for colleagues and clients on preventing abuse
- Developed report writing training for colleagues which focuses on handling third party information.
- Regularly review the support we offer colleagues following major incidents and deliver training
- Offer counselling and support through our provider AXA.

89% clients involved at What Happened Here? workshops reported gaining or developing skills and the same number said their involvement improved their confidence to get more involved as a result.



## Impact

### On Home Group:

“ We really appreciate the input that these groups offer to our process of development and learning. Senior Leader Teams value the time and effort that the clients bring to the discussions, which follows a thread all the way up to Senior Leader Teams which is then cascaded back out to the business, sharing the learning.  
Sally Parsons,  
Director Client Services North ”

Our What Happened Here? groups help ensure that we put clients at the heart of everything we do. Involving clients in reviewing major incidents helps us to improve the way we manage and respond to incidents.

“ We’ve lived these issues and really understand them.  
Client ”

Using their experience, clients bring a different focus and perspective, and this provides us with a more rounded approach to managing major incidents.

We applied this approach to other areas of the business and developed our What Happened Here? model to involve customers and clients in reviewing complaints and service failures. We will further develop this model over the next 12 months to involve customers and clients in reviewing health and safety and incidents of anti-social behaviour.

Involving clients in reviewing major incidents supports our co-regulatory approach and provides clients with an additional role in scrutinising our services and performance. This approach is recognised by external organisations as excellent practice and supports our application for TPAS (Tenant Participatory Advisory Service) accreditation.



### On customers and clients:

“ These meetings show that Home Group cares about the safety of every person in the organisation and we can be assured that all incidents, however small, will be dealt with.  
Client Panel ”

Some clients attending What Happened Here? groups said their involvement has helped them to look after themselves better. For others, the workshops made them more aware of potential incidents in their own services, and what they can do to discuss and prevent potential incidents

“ It has raised my awareness about things that can go off in different services.  
Client ”

Clients also reported having a better understanding of the different services we provide and of our organisation.

“ It was a great chance to find out more about the services Stonham and BASS provide.  
Client ”



“ I liked doing the workshop and assessing the real life issues; real life experiences.  
Client ”

“ I always enjoy getting involved and will carry on been involved as long as I can.  
Client ”

“ I love been involved in Home Group there are so many opportunities to make a difference.  
Customer ”

## Cost

**Total cost of What Happened Here? workshops is £2,600.**

**The Average cost per workshop is £433 and per client is £40.**

Costs include:

- Client travel and expenses
- Venue hire
- Catering
- Workshop resources.

### Is it value for money?

Our independent group of customers and clients said What Happened Here? represents:

- Low cost
- Medium to high impact
- **High value for money.**

