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Incident support checklist

Informing and supporting service colleagues	Completed	Name of person completing task
<p>Making sure:</p> <ul style="list-style-type: none"> - To inform all colleagues on shift - To inform all colleagues ahead of their next shift (including night colleagues) - To inform the relevant Night Concierge TL / TM - To inform colleagues who may have recently transferred to another service (if appropriate) - To ensure it stays on handover for a period of time to ensure all staff are informed (including bank or agency colleagues) - To consider how to approach those on leave - To check in during one to ones, in handovers and team meetings (we often cannot tell who will be most impacted) <p>For the colleagues on shift:</p> <ul style="list-style-type: none"> - To check in with them on the day - To make a plan with them to check in over subsequent days whether on shift or not (are they happy to be contacted on their personal phone?) This could be by a TL, TM or HR - Check to see if they will need time off and consider (with the Area Manager and HR) whether this will be special paid leave or annual leave. Acknowledge that the individual may not know at this stage. 		
Informing and supporting customers		
<p>Decision over best path to do this:</p> <ul style="list-style-type: none"> - which customers to tell in person or with a letter - if a death, creating a memorial with a remembrance book or tree - holding a drop-in where any customers can join for a hot drink and a chat (possibly with H+W team present) - consider ex-customers who may need to be informed <p>Resources on relevant topics can be distributed such as around bereavement, suicide or self-harm</p>		
Support from Health and Wellbeing team		

<p>Inform H+W Manager to coordinate support which could involve:</p> <ul style="list-style-type: none"> - PWT offering face to face or remote drop-in sessions with customers - Face to face or remote support for colleagues 		
Support from Area Manager / SMT / LT		
<p>Director of Operations or Deputy Director of Operations informed immediately Area Manager/SMT/LT have been contacted and agreed:</p> <ul style="list-style-type: none"> - Which colleague will visit to support that day/the following day - How many days AM/SMT/LT will work from that service 		
Support from other services		
<p>Decision over whether another TM or TL needs to temporarily support or cover the service</p>		
Other staff support		
<p>Resources have been distributed about:</p> <ul style="list-style-type: none"> - EAP counselling - Mental Health First Aider scheme - Any relevant topic such as bereavement, suicide or self-harm. 		
Debriefing and discussion sessions		
<p>Informing H+W Manager to coordinate a debriefing session within 72hrs of a serious incident:</p> <ul style="list-style-type: none"> - This will be held by one of our trained debriefers - All service colleagues are encouraged to attend <p>Arranging a discussion session with the team within a week of a serious incident:</p> <ul style="list-style-type: none"> - Organised by the TM and AM - A chance to discuss emotions, concerns and points of learning within the team <p>Deciding whether to contact Brett Grellier Psychological Services for group or individual debriefing sessions.</p> <p>Reminding colleagues that they can utilise reflective practice sessions.</p>		