



Trident Group



# Trident Group Severe Maladministration and What Changed

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## Severe Maladministration – What happened?

- Residents reports of ASB and associated complaint
- How we responded at the time
- HOS involvement
- CHFO
- Severe Maladministration – orders and recommendations



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## What we learnt and what we do differently now

- Trauma Informed Approach
- Big Knock
- Customer Experience Team
- Complaints Training
- Risk and Vulnerability Assessment for all ASB Cases
- Weekly Complaints Meetings
- ASB and Community Safety Team
- Complaints and ASB Handling Modules
- Vulnerable Persons Policy

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## What we learnt and what we do differently now

- Never say never
- Test it.....
- Follow up
- Complaints Panel

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# QUESTIONS?

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