

Exciting changes at Niche



Our values-based consultancy is in the process of going through some *exciting changes*. We are developing the way we interface with our staff, our clients and our community. We will be more conscious of our **social impact** in delivering excellence to our clients.

We are delighted to announce some important changes at Niche. Our company has been in business for over 30 years and we are proud to have stood the test of time. However, the world moves on and we are acutely aware that for many businesses, particularly those working with the public sector, there is a much greater impetus to demonstrate social responsibility and to be a company which extends its thinking beyond commerce.

At Niche we already know that we add a great deal of value through our work but now we want to go even further in our ambition to be the premier consultancy improving the safety and effectiveness of health and social care services. We'll do this by:



1. **Becoming an Employee Owned Trust (EOT)** – The employee owned sector is now one of the fastest growing sectors in the country. Inspired by the John Lewis Partnership model, employee ownership aims to give employees much more of a say in the running of the company. The model will also help us to continue to attract the best practitioners in the country and will enable us to fully live our values as a company.



2. **Seeking 'B Corp' Certification** – 'B Corp' means 'Benefit Corporation'. Our impact as a business is crucial, from the environment to the way our business benefits our community. We are developing our strategy to reflect a far greater focus upon our impact. By becoming an EOT and 'B Corp' together, we are maximising our potential as a business to have, and to demonstrate, a positive impact from the work we do and the way we run our company.



3. **Developing The Niche Institute** – The Niche Institute will allow us to support the public sector with learning on a clear not-for-profit basis. Shared learning has always been an area of challenge in the public sector and as a company with extensive access to primary research we want to find an improved way of sharing this outside of the direct corporate umbrella. We are hoping to grow this institute over time, building upon our expertise and experience.



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niche

HEALTH & SOCIAL CARE CONSULTING

Our leadership team

From January 2023 **Kate Jury** will be taking over from **Tom McCarthy** as Managing Partner. Tom will start the process to lead up to retirement after over 30 years of leading the company. Tom will remain as a Partner in the business and continue to work as a key member of the Partner Team.

You may know that **Nick Moor** will be retiring next year. Nick has already stepped down as Partner but you will still see Nick for some time to come as he is transferring into a Niche Associate so that we can retain his fantastic skill set and knowledge base. **James Fitton** and **Mary-Ann Bruce** will continue on as part of our partner team.

The EOT does not materially impact the day to day corporate running of the business and so these changes will not directly affect any of the great service you have come to expect from Niche.

Going forward we will place a great degree of importance on 'promoting from within' and encouraging our skilled and experienced staff to succeed and become the leaders of the future.

Integrating our offer

As a firm, we want to make sure we are giving our clients the best possible insights. Over the last couple of years we have been increasingly integrating our **fantastic data and analytical competencies** with our advanced review, investigatory and evaluative methods. This gives us the ability to not only tell our clients what went wrong, but how it went wrong, what was the earliest point of identification and what might be the issues to limit resultant improvement (for example capacity will continue to outstrip demand causing the increased potential for safety incidents).

Patient Safety Incident Response Framework (PSIRF) – 'Broad and Deep' review methods

We have redefined our approaches in line with the new PSIRF. We have introduced much more **thematic analysis** into our work and have the ability to review many more incidents on a side by side basis. It is necessary to be able to form a firm understanding of individual events but to also be able to relate this to broader aspects of governance, operations and inter-agency working between services. Our aim, in line with the ambitions of the Niche Institute is to **support the public sector with continuous improvement**. Part of this will be specific improvements in how we write **recommendations** and how we support our clients with the development of **action plans** – this will now be a standard offer within our work.

Supporting our clients with risk recognition and safe-landing

Niche now have some of the **safest ways of working available**. Our focus upon conflict management, family engagement, stakeholder engagement as well as the positive ways in which we engage with clients help us to ensure we get the best insights from our fieldwork. In addition to this we are exceptionally well focussed upon risk, compliance, security and all matters of independence. It is our job to ensure that we are **supporting clients to ensure that all Niche projects are 'landed' safely** in a manner conducive to learning and improvement.

Read more about the work we do (click through)

Investigations & Reviews



We are one of the leading suppliers of multi-sector health and social care related serious incident investigations in the country.

<https://www.nicheconsult.co.uk/service/investigations-reviews/>

Improvement Analytics



Using our own leading edge software we deliver analytical solutions to health and social care organisations, commissioners and regulators.

<https://www.nicheconsult.co.uk/service/improvement-analytics/>

Large Scale Enquiries



We are specialists at undertaking large-scale investigations (multi-agency), enquiries and multi-population serious incident investigations (MPSIs).

<https://www.nicheconsult.co.uk/service/large-scale-enquiries/>

Assurance & Evaluations



We bring rigour to understanding the effectiveness of service redesigns, improvement projects and implementation at scale and over time.

<https://www.nicheconsult.co.uk/service/assurance/>