
NORTH AYRSHIRE COUNCIL

26 June 2019

North Ayrshire Council

Title:	Becoming a Trauma-Informed Council
Purpose:	To update Council on activity designed to deliver the Council's aspiration to become trauma-informed.
Recommendation:	It is recommended that Council note the activity to date and support the plans outlined in the proposals section of this report.

1. Executive Summary

1.1 At the meeting of 28 February 2018, Council passed the following motion -

“That this Council agrees to be ‘trauma informed; to use the learning and research on Adverse Childhood Experiences (ACEs) to inform change in practice and thus better able to reduce the negative effects of ACEs on lives of all with whom we come in contact; to work with other partners across Ayrshire to have a consistent approach to working to implement trauma informed practice; commit to give officers and staff an opportunity to view the documentary ‘Resilience’ which has been the catalyst for change; and to contribute to Ayrshire becoming recognised as a Centre of Trauma Informed Excellence”.

1.2 Since the motion was passed last year, officers within the Council and in collaboration with partners across the wider CPP, have been working to broaden and embed trauma informed practice. This paper is designed to provide an update on progress and outline plans for further work in the coming year.

2. Background

2.1 We know from research, most notably the work on Adverse Childhood Experiences (ACEs), that Justice Services, Alcohol and Drugs Services, Mental Health Services, Homelessness Services and many others, are accessed disproportionately by people who have faced significant trauma in their lives. Whilst there is now a focus on prevention and early intervention to reduce the occurrence of trauma, particularly in childhood, there is much we can do to also ensure that people who have experienced trauma through their lives are appropriately supported when they interact with services.

2.2 It is important, therefore, that trauma is recognised and understood by staff who fulfil a range of customer-facing roles. Such recognition and understanding of trauma can not only improve the quality of interactions and standard of service but can also provide opportunities for potential support to be offered.

- 2.3 Since the motion was passed last year, the 'Resilience' video has been screened over 70 times across Ayrshire with an estimated 4,500 people attending the screenings. These screenings have been open to statutory and third sector partners as well as members of the public and it is not possible to quantify how many Council-employed staff attended. Nevertheless, we know that Health and Social Care and Education staff were well-represented at these screenings.
- 2.4 Screenings have now taken place in all six North Ayrshire localities and there has been a screening specifically held for elected members. It is also worth noting that these screenings were accompanied by 'specialist' panels of practitioners knowledgeable in trauma and consisted of discussion sessions after the screenings.
- 2.5 More targeted sessions have also begun to be held, including sessions with Contact Centre staff, Justice Services Partnership Delivery Team and staff from the Place Directorate.

3. Proposals

- 3.1 In consultation with Chief Officers across Directorates, the following is being planned over the coming months.
- 3.2 A Community Planning Partnership lunchtime briefing for managers and elected members is scheduled for 17 June. This session, entitled "The Journey Towards Making North Ayrshire a Trauma Informed Council", will ensure that managers are aware of the potential benefits for their own staff groups and subsequently encourage staff to participate in organised sessions. There will also be a request for people to consider becoming a trauma informed service 'champion'.
- 3.3 A targeted approach to our staff group is being planned, with Community Development, Housing, Local Office and Libraries staff being identified as the next cohort to benefit from 'Resilience' screenings and input from key professionals.
- 3.4 As part of a proportionate approach to ensuring we become a trauma-informed Council, an animation produced by NHS Education for Scotland is now installed as a module on our iLearn e-learning platform which is accessible by all staff. It aims to support workers to know how to adapt the way they work to make a positive difference to people affected by trauma and adversity. This will be launched during June with a promotional campaign via Staff News, News in Brief, TV screens etc. Work is also ongoing to source or develop further appropriate online tools and resources for access by all staff.
- 3.5 In autumn there will be a focused session with the identified service 'champions' where they will receive more information on how they can help their own service area to become trauma informed. They will be introduced to a framework designed by NHS Education Scotland to assist with this process.

4. Implications/Socio-economic Duty

Financial

- 4.1 None.

Human Resources

4.2 Staff will require to be freed up to attend and participate in scheduled sessions.

Legal

4.3 None.

Equality/Socio-economic

4.4 None.

Environmental and Sustainability

4.5 None.

Key Priorities

4.6 The roll-out of a trauma-informed workforce is aligned to the Council's priorities.

Community Benefits

4.7 None.

5. Consultation

5.1 Consultation has taken place with Human Resources and Chief Officers across Directorates.

Stephen Brown
Director

For further information please contact **Stephen Brown, Director**, on **01294 317723**.

Background Papers

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