

Changing Futures Programme Sussex:

Trauma Informed Care Strategy

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About the *Changing Futures Programme Sussex*

Changing Futures is a national 3-year, £64 million programme aiming to improve outcomes for adults experiencing multiple disadvantage. It is funded by the Department of Levelling Up, Housing & Communities (DLUHC) and the National Lottery Community Fund until March 2024.

Within Sussex the Changing Futures Programme works across East Sussex, West Sussex and Brighton and Hove with local partnerships to test new ways of bringing together public and community sector partners to help people change their lives for the better.

For more information, please get in touch via email: Changing.Futures@westsussex.gov.uk or check out our website: www.ChangingFuturesSussex.org

Background

Changing Futures (CF) is a Pan Sussex Local Authority-led programme focussing on improving the system for people experiencing multiple disadvantage. It is funded by DLUHC (Department for Levelling Up) and NLCF (National Lottery) until March 2025.

The key delivery principles of the programme are to:

1. Work in partnership across local services and the voluntary and community sector, building strong cross-sector partnerships at a strategic and operational level that can design and implement an improved approach to tackling multiple disadvantage.
2. Coordinate support, and better integrate local services to enable a 'whole person' approach.
3. Create flexibility in how local services respond to the people who use them, taking a system-wide view with shared accountability and ownership leading to better services and a 'no wrong door' approach to support.
4. Involve people with lived experience of multiple disadvantage in the design, delivery and evaluation of services and in governance and decision making.
5. Take a trauma-informed approach across the local system, services and in the governance of the programme.
6. Commit to drive lasting system-change, with sustainable changes to benefit people experiencing multiple disadvantage beyond the lifetime of the funding.

Building on the work of the Fulfilling Lives programme which preceded it, Changing Futures identified workforce development, specifically developing a trauma-informed system of care, as a key enabler for achieving positive systems change.

Changing Futures is dedicated to improving the lives of those with multiple disadvantage across Sussex and developing sustainable transformation options for system improvements. By 2024 we

hope to have developed a shared vision and understanding of a trauma-informed system of care, to include training, supervision and capacity-building for the workforce.

What is Trauma Informed Practice?

Trauma Informed Practice (TIP) considers the impact of a person's difficult life experiences and uses this to help us find ways for present day care to be effective and accessible. It improves service user experience and outcomes, through training for staff and an emphasis on staff wellbeing. The development and implementation of TIP is a process of organizational culture change.

Trauma informed approaches look at the holistic nature of services through the principles of Trust, Safety, Collaboration, Choice and Enablement. It looks at all the ways we work with people in services and those that provide them underpinning our policies, provision and design with kindness and compassion, that we listen and act.

Trauma Informed - Community of Practice

The Trauma Informed community of Practice was established in 2018 by Sussex Health and Care Partnership MH collaborative, In 2021 the collaborative provided funding for a catalyst team to deliver a 12-month programme to accelerate the work on TI approaches across the Sussex Health & Care system. This funding came to an end in March 2023.

The Trauma Informed Community of Practice currently has 216 members representing 56 organisations across Sussex. In November 2022 Changing Futures assumed co-leadership of the Trauma Informed Care programme with Sussex Partnership NHS Foundation Trust SPFT.

The group is built around a collective model with the programme emerging from facilitated discussions with attendees on the direction of the programme. Together we developed a logic model to establish our outcomes.

There are many existing practices that are trauma informed, and it is our intention to work with the best practices in Sussex. In other instances of programme initiation, it is felt that using external resources does not always provide a platform for sustainable culture change and that what is needed is a consistent intention to use and celebrate resources in Sussex. This means working collaboratively with all resources we have, to identify, celebrate and grow those practices and create spaces for sharing and learning to encourage others to follow. For this to become meaningful and owned in Sussex it is imperative that we are using the embedded and existing resource and that we support growth and improvement.

The community of Practice developed coproduced strands or "branches" of work that are broken down into 4 key domains.

- **Leadership** - Underpinning sustainability with sponsorship and policy
- **Workforce** - Ensuring good standards of supervision and reflective practice, psychologically safe environments.
- **Community** - Making it everyone's business, improving language and communication.
- **Commissioning** - Focusing on values and client experience, prevention metrics, trustworthiness.

Changing Futures Training and Development

Changing Futures:

- Offer a rolling introduction session, facilitated online, open to all people across the Sussex footprint who work with people with multiple disadvantage.
- Deliver trauma-based walkthroughs (including psychologically informed environments) to services that work with people experiencing multiple disadvantage.
- Offer coaching, support and a space for shared learning.

All of the trauma informed training facilitated by Changing Futures is co-designed and co-facilitated by people with clinical and lived experience. It is participatory, informed by the latest best practice, and evidence base from the National Institute for Clinical Excellence guidelines and other agreed national models (for example, NHS Scotland).

We also support learning loops and ongoing learning for teams and services post-training sessions.

Practice Level 1: Trauma Informed Awareness

This offer consists of 1.5-hour sessions offered bi-monthly online, open to people across Sussex who work with people experiencing multiple disadvantage, and 3-hour sessions facilitated face-to-face. The course is aimed at all staff.

Practice Level 2: Trauma Skilled

Online/in person training - 3.5-hour sessions

This course build on the learning from the introduction session to build knowledge of application and skills and workshops some solutions to introducing Trauma informed Practice into the workplace. It is aimed at all staff who are likely to be coming into contact with people who may have been affected by trauma

Practice Level 5: Sussex Trauma Informed Leaders Training (STILT) (ICS Trauma informed programme)

This offer consists of sessions facilitated face-to-face with a minimum duration of 3-hour sessions though best delivered as a whole day or two half days.

The course is aimed at all leaders within services, from team leaders and managers to chief executives.

Reflective Practice

Reflective practice is recognised as a key element in supporting staff in a trauma informed way. Some Reflective Practice facilitation is provided within the Changing futures Programme to frontline teams, with the intention of generating sustainable resource for ongoing Reflective Practice from within the sector. Training for Reflective Practice facilitators from across the sector in the Heads and Hearts model of Reflective Practice has commenced in May 2023 with the intention to train 10 facilitators from the sector to facilitate ongoing Reflective Practice spaces.

Mystery Shopping and Walkthroughs

People with lived experience of multiple disadvantage (homelessness, domestic abuse, substance misuse, mental ill health, interaction with the criminal justice system) can bring unique and valuable insights into how services respond to the client group of which they are or have been a part. Many have lived and felt the experience of facing challenges and barriers accessing services and being stigmatised and retraumatised when they have accessed services. Each individual will be able to bring their own unique perspective on a service's physical environment and the interactions they have with staff.

Mystery shopping involves people with lived experience acting as service users presenting at the service with scenarios pre-agreed with the service's management team. This allows evaluation of how the staff and service as a whole respond to the scenarios presented by the individuals with lived experience.

Walk throughs involve people with lived experience visiting a service to perform an evaluation by observation. They do not present as clients and staff are aware the visit will be taking place. Walk throughs may include discussions with staff and/or service leads about their interactions with people using the service, a person's journey through the space, and day to day running of their service. Visitors are mindful not to disrupt the service whilst evaluating it.

Organisational & Policy Development

We are working in partnership with a number of areas within NHS Sussex and the healthcare system to ensure trauma informed practice is part of the intention of healthcare provision and is, at the very least, named as a key principle of working in strategy and policy.

We make opportunities available for direct thinking spaces to further examine service and delivery issues with our trained staff. Bespoke issues and problems can be thought through, and further specific training opportunities offered, focussing on specific areas of trauma informed practice and supporting people with multiple disadvantage.

The Team

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Renee Dickinson is a Trauma Informed Trainer, a Psychotherapeutic Counsellor and a Senior Psychological Therapist within the NHS. She facilitates Reflective Practice spaces for operational workforce teams to promote team resilience and cohesion whilst reducing burnout and vicarious trauma amongst staff.

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Vikki Hensley is the Research and Learning Officer at Changing Futures and has also been a Lived Experience Trauma Informed Trainer for over a year. Vikki has a background working in peer support and as a Co-Production and Engagement Worker with the Fulfilling Lives project at BHT Sussex.

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