



**Glasgow City Council**  
**General Purposes Committee**

**Report by Robert Anderson, Head of HR**

**Contact: Robert Anderson, Head of HR (07584056256)**

**Item 7**

**1st March 2022**

## **TRAUMA TRAINING**

### **Purpose of Report:**

To update the General Purposes Committee on training developments for front-line staff supporting service users who have experienced trauma.

### **Recommendations:**

Committee is asked to note:

- (1) the progress made in developing trauma training for front-line staff.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes  No  consulted: Yes  No

## **1 Background**

- 1.1 Psychological trauma is more common than was previously understood. It is estimated that around 60% of the UK population has experienced psychological trauma in their lifetimes. That experience can have lasting adverse effects on an individual's functioning and mental, physical, social, emotional and spiritual well-being.

- 1.2 There is growing evidence that Trauma informed systems and practice can result in better outcomes for people affected by trauma by making services more accessible and understanding of their experience. The Scottish Government has set a commitment for Scotland to become Trauma Responsive.
- 1.3 Trauma and its effects on service users is a matter of professional practice within both the HSCP and Education Services. Both have been developing their service response to this issue and developing their professional practice. This report is separate from these professional issues but recognises that trauma exhibits in non-professional settings and that employees who deal directly with service users would benefit from some exposure to lower-level trauma training.
- 1.4 The purpose of that training would be three-fold. Firstly, it would raise awareness of trauma and how those suffering from trauma might exhibit certain behaviours. Secondly, it would be beneficial if employees in these situations were able to sign post service users to appropriate support services. It should perhaps be stressed that there is no intent to provide any more than signposting, recognizing that professional support is required by those suffering from trauma. It is also recognized that employees themselves might be experiencing the adverse effects of trauma and, thus, awareness raising would be of direct assistance to them.

## **2 Training Development**

- 2.1 Both the HSCP and Education through their Psychologist Service have been developing professional training supports. The HSCP approach has been interesting in that they recognized that some lower level training might be of use to Social Work staff who were not directly working at a professional level with clients but who might still come into contact with clients exhibiting trauma induced behaviours.
- 2.2 A small working group was put together involving HR and OD but supported by the HSCP's Head of Learning and Development. It became obvious that some of the developing Social Work training products could be adapted with relatively little effort for a broadly non-Social Work audience.
- 2.3 On this basis OD worked with Social Work colleagues to adapt two of their courses to be placed on Gold. These were, firstly, *Opening Doors: Trauma Informed Practice for the Workforce* and, secondly, *Sowing Seeds: Trauma- Children and Young People*. Both are available on Gold and an internal communications exercise including a manager's brief supported their launch.
- 2.4 Both are general courses aimed at showing how coping with traumatic experiences can affect the way a person behaves, their reactions and how they communicate with others.

### 3. Employee Engagement

3.1 Both courses have been running on Gold, the Council's e-learning platform for the last 6 months and have generated the following attendance over that period.

Course	Chief Exec	Finance	Glasgow Life	NRS	HSCP	Total
Opening Doors	261	589	207	348	1,475	2,914
Sowing Seeds	31	49	68	39	459	788
<b>Total</b>	292	638	275	387	1,934	3,702

3.2 Interest in the HSCP is not surprising and Education has its own approach focused on the specifics of their services. It is, however, encouraging to see quite strong interest in Finance which includes CBS where it was thought that the course would be relevant to a customer facing service.

3.3 OD will continue to monitor course uptake and further consideration will be given to how the impact of the courses on how people work and whether that has been affected by the course content can be gauged or measured in a meaningful way.

3.4 For our workforce themselves, through our Health & Wellbeing strategy we will continue to respond to individual employee support needs surrounding trauma.

### 4 Policy and Resource Implications

#### Resource Implications:

<i>Financial:</i>	No funding requirements have been identified.
<i>Legal:</i>	No legal implications.
<i>Personnel:</i>	There are no personnel implications.
<i>Procurement:</i>	There are no procurement implications.

#### Council Strategic Plan:

A well Governed City that listens and responds: Priority 96

#### Equality and Socio-Economic Impacts:

*Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.*

Not relevant.

*What are the potential equality impacts as a result of this report?*

Not relevant.

*Please highlight if the policy/proposal will help address socio-economic disadvantage.*

The training intervention is aimed at improving the service experience of service users who have been affected adversely by trauma.

### **Climate Impacts:**

*Does the proposal support any Climate Plan actions? Please specify:*

None

*What are the potential climate impacts as a result of this proposal?*

None

*Will the proposal contribute to Glasgow's net zero carbon target?*

None

### **Privacy and Data Protection Impacts:**

None

## **5 Recommendations**

5.1 Committee is asked to note:

(1) the progress made in developing trauma training for front-line staff.

