

Step-by-step plan to achieve full integration of the trauma-informed approach across all departments:

The Council already has a solid foundation, particularly within its Children and Family Services and movement in public health, to support trauma-informed practices.

1. Leadership Commitment & Communication

Leadership Buy-in: Start by ensuring all leaders and managers within the Council understand the importance of a trauma-informed approach. This includes the personal commitment of senior leadership to model these practices in their interactions and decision-making processes.

2. Clear Communication

Communicate the rationale and benefits of trauma-informed practices to all employees. This includes its importance for enhancing public services, especially in areas like social care, education, and community wellbeing.

3. Training and Education

Comprehensive Training Program: Implement mandatory trauma-informed training for all staff members across various departments. This includes social care, early help, education, and health services, focusing on understanding trauma, recognising signs, and knowing how to respond effectively. Leicestershire County Council already provides strong staff development support, with training in areas like motivational interviewing and systemic practice that can be expanded to include trauma-informed content.

Specialised Training: Develop more advanced training for teams working directly with vulnerable groups, such as Children's Services, Health and Wellbeing teams, and frontline staff who may encounter trauma frequently. This could include trauma-specific modules on vicarious trauma, resilience building, and emotional support.

4. Policy Alignment

Review Existing Policies: Align all existing policies and the broader Joint Health and Wellbeing Strategy, with trauma-informed principles. This ensures that staff can apply these principles consistently across all aspects of their work.

5. Create Trauma-Informed Guidelines

Develop clear guidelines and protocols that embed trauma-informed principles into day-to-day work, ensuring these are incorporated in processes from recruitment to service delivery.

6. Create a Supportive Environment

Staff Support Systems: Strengthen staff wellbeing programs by offering trauma-specific supports like Critical Incident Support Services, available within Children's Services, to help staff manage vicarious trauma. Expand this service across departments to help employees cope with challenging cases.

7. Peer Support Networks

Foster peer support networks where staff can share experiences, provide mutual support, and work together to develop trauma-sensitive approaches in their areas of work.

8. Partnerships and Community Engagement

Collaboration with Partners: Collaborate with external agencies such as healthcare providers, mental health services, schools, and community organisations to ensure a holistic, county-wide approach to trauma-informed care. Working together allows for the sharing of best practices and resources.

Engaging the Community: Include the public and service users in the conversation, ensuring that trauma-informed principles resonate with the wider community. Feedback from those impacted by trauma can guide improvements and adjustments to services.

9. Evaluation and Continuous Improvement

Data Collection & Feedback: Implement metrics to measure the effectiveness of trauma-informed practices across services. Regular evaluations through surveys, service feedback, and performance reviews will help identify gaps and areas for improvement.

10. Ongoing Development

Establish a cycle of continuous learning and development, allowing staff to reflect on their experiences and update their skills and knowledge about trauma-informed care. Leicestershire County Council's commitment to learning organisations can ensure the constant growth of trauma-informed capacity.

11. Cultural Change

Foster a Trauma-Sensitive Culture: Embed trauma-informed language and values in the Council's culture through storytelling, case studies, and success stories to demonstrate how these practices can transform services.

12. Cross-Departmental Integration

Ensure that trauma-informed practices are not siloed in one department but are a key part of the Council's identity across all functions, including education, social services, public health, and housing. This plan will help Leicestershire County Council embed trauma-informed care deeply into its services, improving outcomes for residents and staff alike.