

Trauma Risk Management

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Policy Statement

Summary

The Employee Wellbeing Strategy sets out the rationale, purpose and commitment to providing a safe, healthy and positive working environment within West Yorkshire Police (WYP), including supporting the psychological wellbeing of our people.

WYP understand that due to the nature of the work undertaken, there will be occasions where employees could be exposed to traumatic incidents. These incidents have the potential to have a long-term impact on individuals or groups. Whilst the majority of individuals will cope with these events, others may find these overwhelming. The longer symptoms are allowed to develop, then the less likely it is that any treatment (if required) will be effective.

This policy outlines how West Yorkshire Police will use Trauma Risk Incident Management (TRiM) as a mechanism to deliver support following potential exposure to trauma.

The objective is to identify individuals that may be at risk of developing illness because of exposure to a traumatic incident and to facilitate appropriate support at an early stage.

Scope

This policy applies to all police officers, police staff, and individuals in a volunteer post who may be exposed to a potentially traumatic incident.

Principles

Important

- Where an incident is designated as a Post Incident Management (PIM) incident, then the PIP procedure must be followed rather than using this policy.
 - The PIP procedures enable the evidential issues and requirements of the investigation to be dealt with, whilst also managing the welfare needs of the individuals involved. The Post Incident Manager (PIM) will assess and determine when/if TRiM can be offered to the individuals involved in the incident, although TRiM should not be offered before Stage 4 interviews are complete.
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General

- TRiM is a peer-delivered system to allow proactive management and risk assessment of staff who are involved in traumatic events. The aims of the TRiM system are to:
 - Signpost those in need to the correct resources and support mechanisms;
 - Improve the management and support of workforce wellbeing, particularly in relation to trauma;
 - Deliver mutual benefits for staff and the organisation, in that they will be supported through difficult times to facilitate an effective working partnership; and
 - Work towards breaking down mental ill health stigma.
 - TRiM is evidence based and conforms to NICE (National Institute for Health and Care Excellence) guidance on suggested responses to traumatic events. It has been tested and adopted by a wide range of civilian organisations, particularly the Emergency Services.
 - It is not a clinical intervention, a form of counselling or treatment. It allows peers to understand likely reactions to traumatic incidents and conduct structured risk assessments, aiming to identify people needing early referral to qualified medical support.
 - Risk assessments are based around identifying common risk factors for the development of traumatic stress
 - Participation by an individual or group with the TRiM process is voluntary.
 - All those who are involved in undertaking TRiM risk assessments or performing the role of TRiM manager will have training provided to them before they are part of the TRiM network.
 - WYP are committed to the continuous professional development of its people. The Force will ensure that TRiM practitioners and managers have the opportunity to develop their skills in line with best practice. This can be in a range of ways, for example peer to peer support, reflective practice or structured training delivered by a chosen provider.
 - The TRiM process does not replace or provide a substitute for line management responsibilities.
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Criteria

Principles

- It is difficult to be prescriptive about what a traumatic incident might be, as individuals will respond differently in different circumstances.
- It is therefore important that managers and supervisors closely monitor their teams in order to try to identify stress reactions.
- Though it is clearly not practicable or advisable to consider a TRiM intervention after every incident, consideration should be given in the following circumstances:

- Serious injury to self and others, particularly colleagues;
 - When someone has been injured causing death, disability or long lasting visual injuries;
 - When the trauma is complex, long lasting or multiple;
 - When individuals have been involved in a “near miss”;
 - Where an individual experiences overwhelming distress after the event; and/or
 - In situations where the mistreatment, death or injury involves a vulnerable person, for example children.
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Timescales

Principles

- During the planning phase, if planning meetings are used, they must be held as soon as possible after the incident and must include members of the TRiM team. The meeting will identify groups or individuals involved in the potentially traumatic incident and decide upon a strategy and tasks required.
 - TRiM risk assessments must be introduced to the individual or groups no earlier than **72 hours** after the potentially traumatic incident took place.
 - During normal management, mentoring and support should, where possible, be in place for individuals both before and after the initial risk assessment. This includes debriefs immediately after the incident and check-ins with the individual following the incident.
 - The TRiM practitioner must conduct a second risk assessment **within 4 to 6 weeks** of the first assessment, to assess how the individual is coping. The follow up meeting must always be arranged with the individual, unless they decline any further intervention.
 - Where the practitioner feels further support would be beneficial, this will be agreed with the individual and managed in line with best practice and the guidance available.
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Confidentiality

Principles

- TRiM is designed to be a confidential process.
- It is expected that the TRiM managers, practitioners and the TRiM coordinator will read and abide by the general principles and guidance used with TRiM.
- However, there are the following criteria as an exception if identified or disclosed during a risk assessment:
 - The individual may cause harm to themselves;

- The individual may cause harm to others; and/or
 - The individual has been involved in criminal activity.
 - Information is available to the TRiM practitioners and Managers on possible courses of action if the abovementioned should occur.
 - Any records kept in relation to individuals and/or groups that participate in TRiM will be kept securely by the TRiM coordinator and comply with GDPR and information management guidelines and protocols.
 - TRiM practitioners will ensure the relationship with their work colleague, during the period when TRiM support is provided, remains professional at all times.
 - TRiM practitioners will ensure that the risk assessments they undertake are private and free from distractions and interruptions for the individual or groups involved.
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Responsibilities

General

- The TRiM Sponsors and Leads are Senior Leaders within the organisation who will promote and support the TRiM process within their designated District, Department or Directorate.
 - The TRiM practitioner or manager role can be in addition to their substantive role and, as such, operational support will be required in order that the individuals can undertake the role of practitioner or manager effectively.
 - TRiM practitioners and managers must consider and prioritise their own wellbeing on a regular basis, before they provide additional support to colleagues.
 - If workloads are influencing the individual's ability to fulfil the expectations for the TRiM role, this must be raised with their substantive line manager and the TRiM Co-ordinator. It may be appropriate to remove the individual from the team for a temporary period of time.
 - TRiM team members can remove themselves from the team at any time. If they wish to do this, they must inform the TRiM Co-ordinator.
 - Any individuals leaving the scheme at their own request can request to re-enter the network at a later stage. The TRiM Co-ordinator will liaise with the individual to ensure that their training is still up to date and/or whether refresher training would be required before re-joining the network.
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TRiM

Practitioners

TRiM practitioners are responsible for:

- Responding to significant critical incidents at the request of the force, providing early support, and assessment to facilitate the appropriate handling (and onward referral where required) of individuals who have been involved in the incident;

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- Listening with empathy and non-judgementally to colleagues in need;
 - Undertaking risk assessments in line with training, assessing the needs of the individual(s) and signposting to the relevant internal and external support mechanisms;
 - Undertaking risk assessments within the recommended timescales, to ensure the TRiM process is followed correctly and cases are concluded;
 - Maintaining confidentiality and adhering to the TRiM Code of Practice throughout; and
 - Liaising with the TRiM manager and the TRiM co-ordinator to ensure the TRiM process is being used effectively and to develop the TRiM team and network. This would include participating in meetings as required (appropriate to workloads and demands).
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| TRiM Managers | <p>TRiM managers are responsible for:</p> <ul style="list-style-type: none">• Responding to significant critical incidents at the request of the force, coordinating/managing the planning meetings (when used), providing early TRiM support, and facilitating the appropriate handling (and onward referral where required) of individuals who have been involved in the incident;• Providing reassurance, assistance or guidance to TRiM practitioners in regard to their practice and supporting ongoing learning and development of the TRiM network;• Liaising with PIM Managers, to determine if or when TRiM is made available when an incident is designated as requiring the post incident management procedure;• Actively monitoring the TRiM inbox (and working with the TRiM co-ordinator as required) and responding and allocating a relevant TRiM practitioner where required;• Regularly liaising with the TRiM co-ordinator to ensure the network is managed and maintained appropriately;• Maintaining confidentiality and adhering to the TRiM Code of Practice throughout; and• Highlighting any issues of concern in relation to workloads of the TRiM practitioners. Working with the TRiM practitioner if they are experiencing personal or work issues that are impacting negatively on the support they are able to provide. |
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| TRiM Coordinator | <p>The TRiM Co-ordinator is responsible for:</p> <ul style="list-style-type: none">• Liaising with the TRiM managers on a regular basis to co-ordinate/maintain the operation of the team;• Maintaining confidentiality and adhering to the TRiM Code of Practice throughout,• Keeping records securely in line with guidance and protocols; |
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- Providing an advisory function to the TRiM managers and practitioners;
 - Keeping a central record of TRiM trained personnel on the team;
 - Highlighting shortfalls in the network and planning training to ensure numbers of trained personnel are maintained/increased;
 - Ensuring the standardisation of the team is maintained and developing the service to ensure it remains fit for purpose;
 - Promoting the TRiM process across the organisation; and
 - Monitoring costs, reporting on organisational benefits to the Head of Health and Wellbeing with findings and evaluation.
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- TRiM Sponsors** TRiM Sponsors are responsible for:
- Supporting the availability of TRiM Practitioners to manage referrals and to conduct risk assessments within recommended timescales;
 - Acting as a senior point of contact for the TRiM Co-ordinator and TRiM Managers should the need arise;
 - Supporting the TRiM Leads within areas of responsibility and ensuring continuity of responsibility for TRiM in the event of resource changes and moves; and
 - Supporting TRiM and encouraging individuals to be part of the TRiM network providing risk assessments.
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- TRiM Leads** TRiM Leads are responsible for:
- Having a good understanding of the TRiM process and encouraging the referral of appropriate incidents and events;
 - Being aware of open TRiM referrals and providing support where needed;
 - Working with Line Managers and supervisors within their area of responsibility to support the availability of TRiM Practitioners to manage referrals and conduct risk assessments in a timely manner;
 - Acting as a point of contact for the TRiM Co-ordinator and TRiM Managers as required;
 - Supporting TRiM and encouraging individuals to be part of the TRiM network providing risk assessments; and
 - Ensuring any training is completed in relation to TRiM within their designated area of responsibility.
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- Line Managers** Line managers are responsible for:
- Identifying where an individual would benefit from TRiM;
 - Supporting the individuals that they line manage to discuss their wellbeing, particularly if they are being supported through TRiM;
 - Not extending the TRiM role to include taking on the manager's responsibilities re. sickness absence or conversations about wellbeing and support required; and

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- Encouraging individuals to engage with the TRiM team.

A line manager of a TRiM practitioner or TRiM manager is responsible for:

- Giving permission for individuals to attend training courses related to the role and TRiM;
 - Giving permission for the TRiM trained individuals to take time out from their core role to provide TRiM support; and
 - Providing support and guidance to the TRiM trained individuals on managing workload within their core role.
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Additional Information

Compliance

This policy complies with the following legislation:

- Data Protection Act 2018
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Further Information

Further guidance in relation to this policy can be sought from:

- The People Directorate
 - The People Directorate Wellbeing TRiM intranet page
 - The TRiM Code of Practice accessible on the TRiM intranet page
 - The TRiM guidance and paperwork accessible on the TRiM intranet page
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