



**National Trauma
Transformation
Programme**

Responding to Psychological
Trauma in Scotland

A Roadmap for Creating Trauma-Informed and Responsive Change

**Guidance for Organisations, Systems and
Workforces in Scotland**

Appendix B: Taking a Trauma-Informed Lens to Policies and Processes



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Taking a trauma-informed lens to policies and processes

The questions below may be useful for taking a trauma-informed and responsive lens to existing and new policies, guidance, protocols and processes in your organisation.

Understanding the nature, prevalence and impact of psychological trauma

To what extent does the policy:

- take into account the prevalence of trauma and adversity in our communities, including in our workforce?
 - consider the impact of trauma and the varied needs that people affected by trauma may often have? How might this impact on equity of access to support and positive outcomes for people affected by trauma in the local community?
 - consider and respond to the barriers people affected by trauma can often face when trying to access services?
 - champion and support the building of both individual and community resilience?
 - reflect an understanding of how systems, policies and processes may inadvertently cause re-traumatisation? With that in mind, how do plans create opportunities to embed the five key principles of a trauma-informed approach: safety; trust; choice; collaboration; and empowerment?
 - support meaningful and effective relationship building to ultimately support people's recovery from trauma and improved outcomes (e.g., relationships between services and individuals/ community, among staff, and across agencies/organisations)?
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Promoting the key principles of a trauma-informed and responsive approach

To what extent has the policy taken account of and considered how to:

- communicate a shared vision and ongoing commitment to the ambition of trauma-informed and responsive services, systems and workforces?
- value the contribution of lived experience of trauma? How has the approach been robustly and meaningfully informed by the experiences of people who will be affected by what is proposed, including those who might experience multiple barriers to accessing support and/ or those who have experienced psychological trauma? How does the policy build in ongoing feedback loops from people who will be impacted by what is proposed and who have experienced psychological trauma?
- value the development of workforce skills and knowledge and commit to an ongoing context and culture that actively supports the workforce to put into practice the knowledge and skills they have learnt in training around psychological trauma?
- highlight a commitment to staff wellbeing? How has the approach been developed in collaboration with the staff involved in its delivery?



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