

LOIP Review

# trauma- Informed consultation guide



## LOIP Review Trauma-Informed Consultation Guide

This document is designed to support staff engaging with individuals or communities who may have experienced trauma. This guide is structured to promote safety, trust, empowerment, and collaboration throughout the LOIP consultation process.

Embedding trauma-informed practices into the LOIP review is essential to ensure that our planning and engagement processes are inclusive, safe, and responsive to the needs of individuals and communities who may have experienced trauma.

By following this approach, we foster trust, empower voices, and build stronger, more resilient partnerships. This commitment not only enhances the quality and effectiveness of our outcomes but also aligns with our values of dignity, respect, and equity for all.

Trauma is more widespread than often assumed. One in four adults in Scotland report experiencing four or more Adverse Childhood Experiences (ACEs), with those in the most deprived areas twice as likely to be affected. Trauma can significantly impact how individuals engage with services, often leading to mistrust, avoidance, and poorer outcomes.

By adopting trauma-informed practices, we reduce barriers to access, foster trust, and improve long-term wellbeing.



# Why Use a Trauma-Informed Approach for LOIP Review Consultations?

## 1. Staff Are Key Stakeholders in LOIP Delivery

Staff across services often work directly with individuals and communities affected by trauma (e.g. poverty, addiction, violence). Their insights are vital, but so is the way we ask for those insights.

## 2. The Review Process May Surface Difficult Experiences

Staff may reflect on:

- Service gaps that left people unsupported
- Times they felt powerless or overwhelmed
- Organisational changes that were poorly handled
- A trauma-informed guide ensures these reflections are handled with care, not just collected for data.

## 3. It Models the Values We Want to See in the LOIP

If the LOIP aspires to be inclusive, compassionate, and community-led, then the consultation process should reflect those same values internally.

## 4. It Supports Staff Wellbeing During Change

LOIP reviews often lead to service redesigns or shifts in priorities. A trauma-informed approach helps reduce anxiety, increase transparency, and build trust during potentially unsettling transition.



# Trauma-Informed Staff Consultation Guide

A Trauma-Informed Consultation Guide is a valuable tool for any organisation especially in community-focused roles like yours because it helps ensure engagement, feedback, and that support processes are conducted in ways that are safe, respectful, and empowering, particularly for those who may have experienced trauma.

## Here's why such a guide is important:

### 1. Promotes Psychological Safety

People may have experienced trauma either personally or vicariously in their lives. A trauma-informed approach ensures consultations don't unintentionally retrigger distress or create unsafe environments.

### 2. Builds Trust and Transparency

By using trauma-informed principles like choice, collaboration, and empowerment people are more likely to feel heard, respected, and valued, which strengthens organisational culture.

### 3. Improves Engagement and Honesty

When people feel safe and supported, they're more likely to provide honest, constructive feedback. This leads to more meaningful consultations and better-informed decisions.

### 4. Supports Wellbeing

Consultations can sometimes surface difficult topics. A trauma-informed guide ensures that processes include emotional support, clear boundaries, and follow-up care if needed.

### 5. Aligns with Inclusive and Ethical Practice

It reflects a commitment to equity, inclusion, and compassion especially important in public service and community work where staff often support vulnerable populations.

# Trauma-Informed Consultation Phase's

## 1. Preparation Phase

### A. Understand the Context

- Research the community or individuals you'll be consulting with.
- Be aware of historical, cultural, and structural factors that may influence their experiences.
- Identify potential trauma triggers related to the consultation topic.

### B. Create a Safe Environment

- Choose a neutral, comfortable, and private setting.
- Ensure accessibility (physical, sensory, language).
- Offer options for virtual or in-person participation.

### C. Build Your Team's Awareness

- Brief all facilitators on trauma-informed principles.
- Encourage reflective practice and cultural humility.
- Prepare to respond to distress or disclosures appropriately.

### Important Note

There is no expectation that staff become trauma experts or provide therapeutic interventions. The role is simply to signpost to appropriate services and check that individuals have personal support available.

For information, the national framework below provides an overview of the 4 levels with of Universal training being for everyone (to raise awareness) and with skilled for people with more direct contact with Trauma (Workers who are likely to be encountering people who may have been affected by trauma.).



Below is a quick summary of what those levels usually represent:

### **Trauma-Informed Awareness (Universal)**

**Who:** Everyone in the workforce.

**Purpose:** Raise awareness of trauma and its impact, promote understanding of trauma-informed principles.

**Goal:** Ensure all staff can recognize signs of trauma and respond in a way that avoids re-traumatization.

### **Trauma-Skilled**

**Who:** Workers who have direct contact with people affected by trauma (e.g., social workers, housing officers, health professionals).

**Purpose:** Equip staff with practical skills to respond appropriately and support individuals in a trauma-informed way.

**Goal:** Build confidence in managing conversations and situations sensitively.

### **Trauma-Enhanced**

**Who:** Practitioners who provide specialist support (e.g., mental health professionals, therapeutic services).

**Purpose:** Deepen understanding of trauma's complexity and its impact on recovery.

**Goal:** Deliver interventions that are trauma-informed and evidence-based.

### **Trauma-Specialist**

**Who:** Highly specialized clinicians or practitioners.

**Purpose:** Provide advanced therapeutic interventions for people with complex trauma needs.

**Goal:** Lead on trauma-specific treatment and contribute to service development.

## **2. Engagement Phase**

### **A. Establish Trust and Transparency**

- Clearly explain the purpose, process, and expected outcomes of the consultation.
- Share how input will be used and who will see it.
- Be honest about limitations and boundaries.

### **B. Foster Choice and Control**

- Offer multiple ways to participate (e.g., written, verbal, anonymous).
- Allow participants to opt out of any part of the process.
- Respect pacing—don't rush responses or discussions.

## C. Promote Safety and Support

- Begin with grounding or check-in activities.
- Use inclusive, non-judgmental language.
- Have support resources available (e.g., mental health contacts).

## 3. Facilitation Techniques Phase

### A. Use Empowering Questions

- Focus on strengths, resilience, and lived experience.
- Avoid probing into traumatic details unless explicitly relevant and consented to.

### B. Be Attuned to Responses

- Watch for signs of distress (e.g., withdrawal, agitation).
- Pause or adapt the session if needed.
- Validate emotions and offer breaks.

### C. Encourage Collaboration

- Co-create solutions or recommendations.
- Acknowledge contributions and expertise of participants.
- Use feedback loops to refine ideas.

## 4. Post-Consultation Phase

### A. Follow-Up and Accountability

- Share outcomes and next steps with participants.
- Explain how their input influenced decisions.
- Offer continued engagement opportunities.

### B. Reflect and Evaluate

- Debrief with your team: what worked, what didn't?
- Gather feedback from participants.
- Adjust future consultations based on learning.

### C. Support Healing and Growth

- Celebrate community strengths and progress.
- Provide access to resources or referrals.
- Maintain relationships beyond the consultation.



## Core Principles to Embed Throughout the process

- **Safety:** Physical, emotional, and psychological.
- **Trustworthiness:** Clear, consistent communication.
- **Choice:** Respect autonomy and preferences.
- **Collaboration:** Shared power and decision-making.
- **Empowerment:** Recognise and build on strengths.
- **Cultural Sensitivity:** Honour diverse identities and experiences.



## Trauma-Informed Integration into LOIP Review

### Understanding Trauma in Communities and Workforce Embed trauma-awareness by ensuring the LOIP:

- **Acknowledges prevalence:** Include data or insights on trauma and adversity in North Lanarkshire communities and among staff.
- **Considers impact:** Recognise how trauma affects access to services, engagement, and outcomes. Use this to shape inclusive strategies.
- **Identifies barriers:** Map out common barriers (e.g. stigma, fear, mistrust) and propose trauma-sensitive solutions.
- **Builds resilience:** Highlight community strengths and promote initiatives that foster recovery and resilience.

## Final Summary

This guide provides a framework for embedding trauma-informed principles into the LOIP review process. By prioritising safety, trust, empowerment, and cultural sensitivity, the approach ensures that consultations with staff and communities are inclusive, respectful, and supportive. The phased guidance covering preparation, engagement, facilitation, and post-consultation offer practical strategies to minimise harm and promote healing. Ultimately, this trauma-informed approach strengthens relationships, enhances service design, and aligns with the LOIP's commitment to equity and wellbeing for all.

## Trauma Informed Practice

### Informed level training package

#### What the training package consists of

To complete this training you're asked to watch a 30 minute webinar delivered by doctor Claire Stewart, Clinical Psychologist, and formerly Lanarkshire's Trauma Implementation Coordinator. Since completing this recording,

Claire has moved to a different post and the current Lanarkshire Trauma Implementation Coordinator is Abi McGinley.

Email: [Abi.McGinley@lanarkshire.scot.nhs.uk](mailto:Abi.McGinley@lanarkshire.scot.nhs.uk)

Also included are a transcript of the recording, a copy of the slides and a list of the additional resources referred to in the recording.

#### Taking care of yourself

Throughout the webinar we will be talking about different types of traumatic events and experiences. It can be difficult to think about these events and the impact they have. Many of us will have had our own experiences of trauma, and it's important to recognise that some of the content may be personally as well as professionally relevant to you.

It's important to look after yourself as you complete this e-learning module. If you find you're affected by any of the content, take e breaks if you need to and talk to someone you trust for support.

#### Getting started

To begin the training click on this link.

<https://vimeo.com/840481425/59ef1f8fa6?share=copy>

## Trauma informed Practice – useful resources

**Opening doors Video (adults/general workforce)**

[Opening Doors: Trauma Informed Practice for the Workforce on Vimeo](#)

**Sowing Seeds Video (for those working with children and young people)**

[Sowing Seeds: Trauma Informed Practice for Anyone Working with Children and Young People on Vimeo](#)

**Common Ground Video (for those working with people who have a learning disability)**

[Common Ground - FINAL on Vimeo](#)

The following short videos provide a useful guide for completing a trauma informed walkthrough

**For adult services**

[Taking a trauma informed lens to your work : Opening doors on Vimeo](#)

**For children's services**

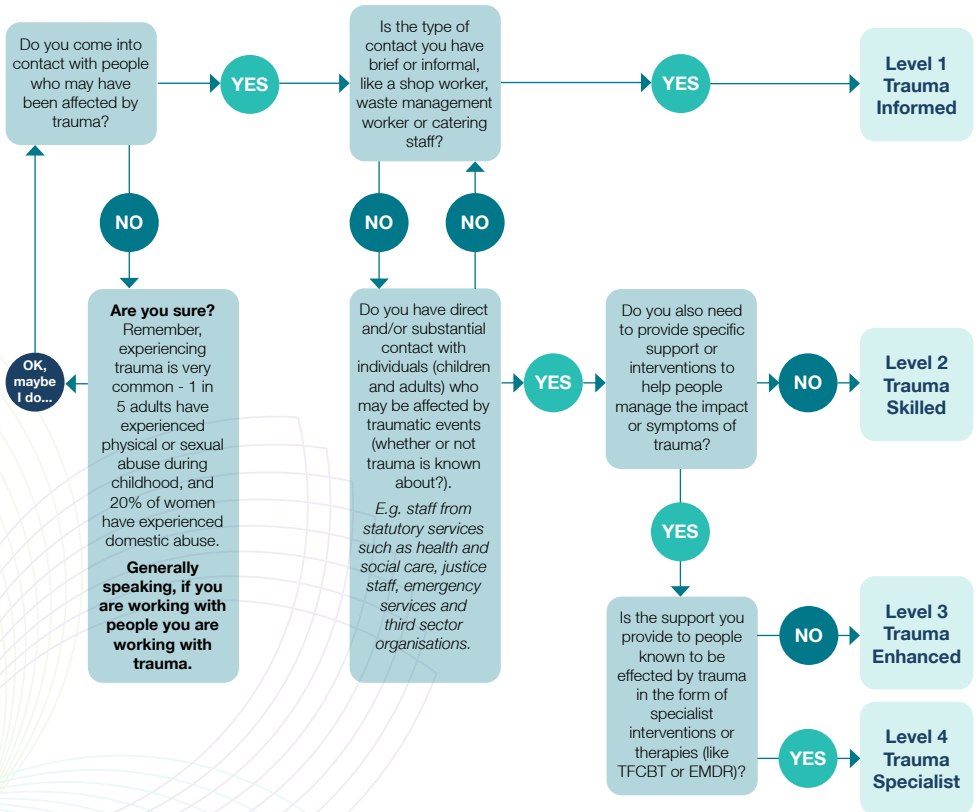
[Taking a trauma informed lens to your work - Sowing Seeds with Dr Nina Koruth on Vimeo](#)

## Wellbeing/self care resources

TURAS Learn – ‘Staff Wellbeing – Taking Care of Yourself’ and ‘Protecting the Psychological Wellbeing of Staff for Managers and team Leaders’

# Step 1

## What level are you working at in your role?





## Where to find out more

For more information and resources on trauma informed principles please click the link below. <https://mynl.co.uk/knowledge-base/trauma-informed-practice/>

