



Mayor and Cabinet

Comments of the Overview and Scrutiny Committee on taking a trauma informed approach

Date: 8 May 2024

Key decision: No

Class: Part 1.

Ward(s) affected: All (none specific)

Outline and recommendations

This report informs the Mayor and Cabinet of the comments and views of the Overview and Scrutiny Committee, arising from discussions on taking a trauma informed approach.

Mayor and Cabinet is asked to consider the Committee's comments and ask the relevant officers to provide a response.

1. Summary

- 1.1. On Tuesday 18 March, the Overview and Scrutiny Committee (OSC) considered a report from officers on taking a trauma informed approach (link to the [report](#)). The Committee reflected on the contents of the report; heard from officers and invited guests; and asked questions. In relation to trauma informed training for staff, Members noted that the expert witnesses who had provided evidence to the Committee, had all emphasised the importance of senior leaders being trained. It was felt that this would enable a trauma informed approach to be cascaded throughout the organisation, with senior officers leading by example. Following the discussion, the Committee agreed to refer its views to Mayor and Cabinet.

2. Recommendation

- 2.1. Mayor and Cabinet (M&C) is asked to consider the Committee's comments and ask the relevant officers to provide a response.

3. Overview and Scrutiny Committee views

3.1 The Overview and Scrutiny Committee has agreed to recommend the following:

Strategy - That the Council should establish a high-level, corporate level,

trauma-informed approach to delivering its services, linked to the developing People and Organisational Development Strategy and translated locally into operational policies and procedures, which builds on existing practice. This should give specific consideration to:

- Experience of residents
- Experience of resident facing staff
- Overall workforce
- Partners and contractors.

2. **Training** – That (a) appropriate training be rolled out to all staff and its effectiveness evaluated after 6 months and (b) the council's partners (via the Local Strategic Partnership) and contractors be encouraged to offer trauma informed training to their staff.

3. **Language and behaviours** – That frontline services review the language they use in interactions with residents so that it is relatable, humane, inclusive, clear and transparent, and avoids unintentional re-traumatisation and takes a person-centred approach, including listening to service users.

4. **Support** - That the wellbeing of staff and elected members who regularly interact with distressed and traumatised residents is prioritised and supported, with the support that is available communicated clearly.

4. Financial implications

4.1. There are no direct financial implications arising from the implementation of the recommendations in this report. However, there may be implications arising from them implementation of the Committee's recommendations. These will need to be considered as part of the response.

5. Legal implications

5.1. The Constitution provides for select committees to refer reports to the Mayor and Cabinet, who are obliged to consider the report and the proposed response from the relevant Executive Director; and report back to the Committee within two months (not including recess).

6. Equalities implications

6.1. Equality Act 2010 brought together all previous equality legislation in England, Scotland and Wales. The Act included a new public sector equality duty, replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6 April 2011. It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

6.2. The Council must, in the exercise of its functions, have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act

- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

6.3. There are no direct equalities implications arising from the implementation of the recommendations in this report.

7. Climate change and environmental implications

7.1. There are no direct climate change or environmental implications arising from the implementation of the recommendation in this report. However, in February 2019 Lewisham Council declared a Climate Emergency and proposed a target to make the borough carbon neutral by 2030. Asset Management will play a key role in this agenda.

8. Crime and disorder implications

8.1. There are no direct crime and disorder implications arising from the implementation of the recommendations in this report.

9. Health and wellbeing implications

9.1. There are no direct health and wellbeing implications arising from the implementation of the recommendations in this report. There may be implications arising from the implementation of the Committee's recommendations – these will need to be considered in the response.

10. Report author and contact

If you have any questions about this report, then please contact: Charlotte Dale
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