



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

# **Trauma-informed services for homeless people with complex needs**

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[www.providencerow.org.uk](http://www.providencerow.org.uk)

# Outline

- Our organisation
- Our clients
- Our journey
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- Trauma Informed Care
- TIC at Providence Row
- Methodology
- References

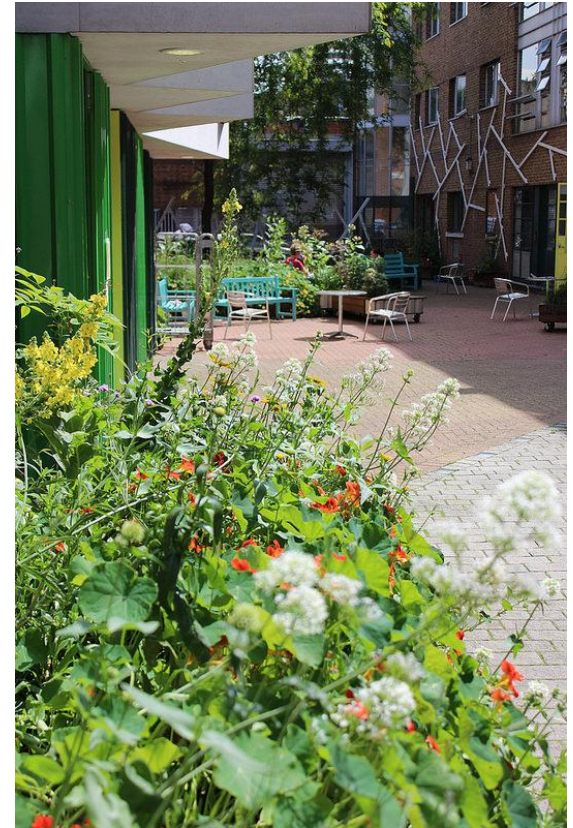


# Our organisation

Working with around 1200 people each year

Providing:

- Resource Centre
- Advice and Support
- Recovery and Progression services
- Learning
- Training and enterprise opportunities



# Our clients

- From a range of cultural and socio-economic backgrounds who are experiencing complex disadvantages.
- Many are homeless or rough sleeping.
- They may have drug or alcohol issues,
- Many are affected by mental health issues or conditions,
- Most have poor physical health and wellbeing,
- Some are involved in the criminal justice system
- Many are experiencing crisis.
- They are adults and may be males or female.
- They are people with problems, not problem people.

# Our journey

- Transforming our services
- Building existing staff expertise
- Bringing in specialist expertise and experience from outside the homelessness sector
- Personalisation



# Why are we considering a TI approach at Providence Row?

- Benefits of trauma-informed services
- Evidence-based and effective
- Cost-effective
- Humane and responsive to real needs
- Aligned with over-arching goals
- Highlights glitches in the systems and offers solutions
- Works with other best practice



# Why Consider Trauma?

- *Most people using homelessness and other 'public behavioural health' services have histories of trauma and are likely to experience co-occurring health and social care needs*

(National Center of Trauma Informed Care)

- *85% of people recorded as severe and multiple disadvantage had experienced traumatic experiences in childhood..... and other difficult background experiences, particularly in the realms of education, employment and family relationships*

(Bramley et al, 2015)

# Trauma Recovery

- Judith Herman (1992): Three stages of trauma recovery:
  1. Safety
  2. Remembrance and Mourning
  3. Reconnection
- Homelessness services can provide opportunities to meet stage one
- Not trauma-specific interventions
- Safer to be trauma-informed than to not be!



# What is Trauma-Informed Care?

*‘TIC is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasises physical, psychological and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment’*

(Hopper, Bassuk & Olivet, 2010)

# Trauma-Informed Care

Hopper et al (2010):

Four key themes of a TIC in homelessness services:

1. Trauma awareness
2. Emphasis on Safety
3. Opportunities to rebuild control
4. Strengths-based approach



# Center for Urban Community Services, NYC

1. Trauma awareness –core training for staff, psycho-education for clients
2. Emphasis on Safety – staff supervision, trauma-informed procedures, physical environment, harm reduction
3. Opportunities to rebuild control – trauma-informed procedures, personalised support, crisis management
4. Strengths-based approach – peer recovery groups, goal setting, celebrations!

# TIC at Providence Row

What we do already:

- Personalised holistic support
- Harm reduction and recovery approach
- Clear processes for new clients accessing the service
- Staff supervision and client case meetings
- Learning Programme/Trainee Schemes: our clients have skills and are assets not just 'people with multiple needs'
- Peer mentors and co-production
- Mindfulness and Peer Recovery Support group

# TIC at Providence Row

What we are implementing:

- Staff in-house training on trauma
- Reflective practice sessions
- Trauma learning network
- Women's group
- Mental health psycho-education group
- Signage/welcome area
- Processes e.g. crisis management, assessment



# Methodology

Implementing a Trauma Informed Care approach across our services

- Staff competence
- Organisational factors
- Client experience
- External accreditation





# References

- National Center for Trauma Informed Care (accessed February 2015): <http://www.samhsa.gov/nctic/about>
- Bramley, G, Fitzpatrick, S, Edwards, J, Ford, D, Johnsen, S, Sosenko, F & Watkins, D (2015). *Hard Edges: mapping severe and multiple disadvantage in England*. Lankelly Chase Foundation, London.
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# Thank you for listening

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