

PIE4Shelters

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Trauma informed – what do services do?

St Mungo's
Ending homelessness
Rebuilding lives

TI Services:

- Take the trauma into account
- Seek to avoid re-traumatising reactions
- Adjust the behaviour of staff & the organisation to support the individual's coping capacity & access/ benefit from services



PIE

1. SOCIAL SPACES
2. STAFF SUPPORT
3. PSYCHOLOGICAL FRAMEWORKS
4. ^{MANAGING} RELATIONSHIPS
5. ACCESS TO PSYCHOTHERAPY
6. CLIENT INVOLVEMENT
7. EVALUATION

SCENE SETTING

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Attitudes
Appropriateness

Key points

- 'Theory' - why space matters
- Different spaces, do 2 / 3-4 / big sleeping etc functions
- Safety - Power

Resources

Time
Short - test
Long - design

The situation

2) [Self-care ^(which staff?)
 Impact
 Training/development
 Supervision reflective practice
 staff experience
 Gender-based training
 Ts & Cs Back-up ^{on call}

4) How to do relationships
 Power - acute sensitivity
 Gender-based approach
 Strengths-based
 'doing with'
 in/formal boundaries

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5) Psycho } Why &
& Therapy } what for?

Access - where can you
get the support
- where can clients
get support?

PIE & Shelters

- 3) Trauma-informed Recovery
PIE
gendered analysis
XCE 'how people work'
transfer of blame/shame:
dynamics of abuse
'what's happened to you?'
not 'what's wrong with you?'
'how can I help you?'

-
- 6) Theory - why?
How?
Use clients' experience & skills
Take it seriously
Give back - info action power
choice

Scene Setting

- Background
 - violence and abuse of women and girls
 - relationship to homelessness
 - local prevalence
 - why we're doing this training, what it aims to achieve
- Responses
 - Trauma-informed services
 - Gendered analysis
 - Psychologically Informed Environments

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Social Spaces

- Theory – why space matters
- Functionality – what do you do in these spaces
- Power
- Safety
- Space for individuals, 2-people, small groups, large groups

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Psychological Framework

- Common understanding
- Trauma-informed, Adverse Childhood Experiences (ACE)
- Gendered analysis
- Recovery-oriented, strengths-based
- ‘How people work’ – attachment, fear systems, brain-body-mind
- Importance of relationships
- Dynamics of abuse
- What happened to you? (not ‘What’s wrong with you?’)
- How can we help?

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Staff Support

- Which staff? Cleaners, volunteers, night staff, agency staff
- Self-care
- Training and development
- Supervision
- Reflective practice
- Terms and conditions of work
- ‘back-up’ – management support, on-call systems, debriefs

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Managing Relationships

- Different types of relationships, impact of relationships
- How to manage relationships – techniques
- Power – ‘acute sensitivity’
- Strengths-based
- ‘Doing with’ and ‘being with’
- Time
- Formal and informal
- Boundaries

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Client Involvement

- Theory – why do it?
- How do you do it?
- Take it seriously
- Make it fun, meaningful
- Choice
- Use clients' experience and skills
- Give back – info, action, power

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Access to Psychotherapy

- Why and what for?
- Psychotherapy/psychotherapists
 - process trauma, make sense of experience, find new meanings
 - facilitate reflective practice, staff training, help the service be a 'thinking service'
- Other therapies
- Where can the staff/service get support?
- Where can clients access therapies?

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Evaluation

- Various systems – Outcome Star, Onda, wellbeing measures
- PIE-specific – Pizazz (www.pielink.net)
- Measuring change
- Measuring what funders want
- Measuring what you want – your objectives/mission
- Measuring what the clients want
- Feedback
- Client stories

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Local Situation

What is the local provision?

Is it mixed or single gender?

What is the space like?

What partnerships do they have?

What resources, staffing, volunteers?

Are their managers involved? Senior managers?

Where are the women coming from?

How long are the women staying?

Where are the children?

Who are you training? What are you trying to achieve?

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Resources

- What do you need?
 - To provide the training
 - For the participants (further reading/research)
 - To deliver to each of the headings
 - To tailor your training to the particular situation
 - Advice, supervision, support
 - Evaluation
 - Ongoing development
 - Further learning

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• other people's presentations
PIE 4 Shelters pack

— file on google drive

• shared email/contact

• individual contacts/vis

• impact { evaluation
process }

• online resources

www.pielink.net

links to Michelle

• local resources / shared
expertise

• Peter's book/reading list

• training plan / presentation

RESOURCES

- local training pl
 - Peter, Brian
-

- local trainings March
Ap

- Euro framework: June

Resources

- PIE4Shelters pack
- Other people's presentations
- Shared emails/group email and contacts/visits
- Impact and process evaluation/valorisation
- Online resources (e.g. www.pielink)
- Local resources/shared experience
- Reading list
- Training plan and presentation
- Local training plans
- Peter/Brian as consultants

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Timeline

Local trainings March/April

European Framework June

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