

**TRAUMA INFORMED CONTACT & CARE
EVALUATION REPORT**



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Background

Between 2017 and 2019 Ayrshire Police Division in partnership with NHS Ayrshire and Arran (Public Health) worked through a programme of change to raise awareness of the impact of trauma and Adverse Childhood Experiences. (ACE's).

This work was also supported by other key partners including the three local authorities, Scottish Violence Reduction Unit, and third sector organisations.

A facet of this work included a test of change in 2019 across Ayrshire involving an early intervention safeguarding programme that could help support the wellbeing of children and young people and to help improve their outcomes in life. This programme was referred to at this time as Operation Encompass.

Operation Encompass was developed originally in Cornwall. In 2019, 33 out of the 43 police forces in England and Wales had implemented it.

The concept of the programme linked closely to the findings that were identified in the original ACE research study that was completed by Felitti and Anda whereby those participants who had witnessed domestic abuse as a child were at an increased risk to have long term effects throughout their life span during adolescence and adulthood for alcohol and substance misuse, significant health implications as well as becoming a victim or perpetrator of crime.

The key element of Operation Encompass related solely to domestic abuse incidents and the information that was thereafter disclosed to the school prior to the start of the school day. This would thereafter allow for a compassionate, nurturing and supportive approach towards the child's wellbeing. It also ensured that school management were able to consider the curriculum for that day and any distress or potential challenges that might be caused to a young person in the wake of the incident.

All 3 Local Authorities in Ayrshire took part in the test of change. It took place over a period of 3 months and only included one cluster of schools from each of the respective authorities. The clusters were initially identified using analysis of police data and related to the areas in Ayrshire having the most domestic related incidents reported to the police. They were:-

North Ayrshire

Auchenharvie Academy

Hayock Primary School

Glencairn Primary School

Ardeer Primary School

Mayfield Primary School

Caledonia Primary School

James Reid Support School

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South Ayrshire

Ayr Academy
Braehead Primary School Newton
Primary School
Dalmilling Primary School
Tarbolton Primary School
Coylton Primary School
Annbank Primary School
St Johns Primary School

East Ayrshire

Kilmarnock Academy
Whatriggs Primary School
James Hamilton Primary School
Loanhead Primary School
Onthank Primary School
Willowbank School

The test of change in 2019 was evaluated. The findings of this was that the concept and principles of Operation Encompass were relevant to support the wellbeing of young people however the computer process being used by Police Scotland to identify incidents that met the threshold for an Operation Encompass concern was cumbersome. There was also issues and concerns regarding the recording of information due to the disclosure being made via telephone.

Due to this the test of change was paused whilst other solutions were sought.

Trauma Informed Contact & Care (TICC)

In 2021 a programme was developed to assist Police Scotland in abstracting the information required to make a concern within the timescales required.

Further partnership meetings took place around the willingness to re-test the concept of Operation Encompass. At this time it was agreed that the test of change should take place and now be referred to as Trauma Informed Contact & Care (TICC). The rationale for the change in name was that across Scotland we already have the well-established Getting it Right for Every Child (GIRFEC) and information sharing pathways established. Equally it was also recognised that children exposed to other types of trauma such as the death of a loved one can also have an impact on their wellbeing.

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TICC Process

All of the learning from the initial test of change was considered. It was agreed by the partnership that TICC concerns would be made electronically. The same cluster of schools used in the initial test were once again used. The key elements being:-

The TICC concern was made electronically from the Concern Hub, Ayrshire Police Division using a secure Police Scotland mail box to a secure mail box within each local authority.

An identified administrator within the local authority thereafter checked the information contained and contacted the designated contact within the school prior to the start of the school day. This information passed from Police to the Local Authorities was at the earliest opportunity which was normally by 0800hours to allow for the process to be delivered within the agreed timescales.

The information provided to both the identified administrator and designated contact was:-

- Name and Date of Birth of child
- Police Reference Number
- Time and Date of Incident
- Confirmed traumatic incident
- Wishes of the Child

On receipt of this concern the designated contact would thereafter:-

- Follow the GIRFEC Child's Pathway
- Consider the knowledge of the family and any additional information that was held on school systems
- Take into account the views of the child and if appropriate talk to the child and/or parent/carer and offer support
- Record information in Pastoral Notes and in the AYRshare chronology if appropriate
- If required carry out a wellbeing assessment and follow Team Around the Child Processes

Throughout the TICC process Police Scotland continued to share information with Social Work.

All of the schools involved were once again provided refresher training (via Microsoft Teams) that was delivered by Police Scotland and the GIRFEC Co-ordinator prior to the launch taking place. The training covered:-

- Background to Trauma Informed Contact & Care (TICC)
- Overview of domestic abuse and its prevalence in Scotland
- The impact that domestic abuse can have on children

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- Why TICC is important
- Process to follow should a TICC concern be made

TICC was launched on the 21st September 2021 within the 3 identified clusters. It should be noted that concerns were only shared that involved incidents that had occurred in Ayrshire and whereby a young person under 16 years of age and whom was in education (Primary or Secondary) and had been exposed to it.

Communication Strategy

Parents/Caregivers were provided information prior to the launch.

Elected members across Ayrshire were also sighted.

TICC Concerns

TICC concerns made by Police Scotland were recorded starting from the 1st of October albeit the test of change started on the 21st of September 2021. The breakdown of concerns was as follows:-

Local Authority	Oct 2021 – March 2022 (No of Children)
North Ayrshire	3 (4)
East Ayrshire	9 (13)
South Ayrshire	13 (16)
Total	25(33)

Throughout this time meetings continued within the partnership and it was agreed by all partners that on the 1st of April 2022 TICC would launch across all of Ayrshire and include both Primary and Secondary school aged young people. Due to ongoing covid guidelines/restrictions the training delivered to education staff had to be delivered via Microsoft Teams (Teams).

Since 1st of April 2022 the total number of concerns made by Ayrshire Police Division is as follows:-

Local Authority	April 2022 – June 2022 (No of Children)
North Ayrshire	12 (21)
East Ayrshire	36 (49)

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South Ayrshire	19 (31)
Total	67 (101)

Feedback

As part of the test of change remarks were captured by the child protection officer for each concern and what action was taken on receipt. Some of the comments are shown below.

South Ayrshire

- TICC noted, relevant staff advised and child monitored, no obvious adverse effects on behaviour but attendance dipped to 65%, usually above 90%
- Incident noted in pastoral notes, child's wellbeing monitored, he has been withdrawn and anxious, outbursts in class and violence in playground out of character, think this is linked to home situation, maintains good attendance at school
- Recorded in pastoral notes, the class teacher was aware as the child came into school very upset and said that dad had left. The report gives no real information so very difficult to know what the situation was etc. SW called today and updated on what the situation had been.

East Ayrshire

- The child is currently on the Child Protection Register under Domestic Abuse. He came to school but he quickly became dysregulated, and staff supported him. During this first period of dysregulation, he was throwing items around the hall and kicking and hitting staff. The trigger had been a disagreement with a friend. After being outside at break time he became dysregulated again. At times he threw himself on the ground and started screaming. Staff tried to comfort him several times, but he continued to lash out. A decision was taken to call the parent to come to collect the young person as he was at the point where school staff were unable to help calm him. The mum arrived and the young person started to calm down and was able to have lunch. Mum told Head teacher about the incident from the morning with the Police and she said that her partner will not be back in the house. The child thereafter indicated that he was pleased he would not be there. Social work updated and they agreed that they would check in with the mum and young person later that day. The young person returned to school the next day and had a positive day.
- Will monitor pupil, however no information in the report that I can use.

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- Action taken: -
Parent came to school at 8am and spoke to Head Teacher and highlighted issues at weekend and Police involvement. We spoke with the young person. TAC meeting to be arranged. Support in place for pupil.

North Ayrshire

- We checked in with the young person and he chatted a lot about the situation. He had afternoon Nurture sessions during the week to give him a safe space to talk. I also spoke to his Social Worker who also came into school to talk to him.
- Thanks for this notification. There is very little detail in the report...is there something missing? How would I be expected to follow-up on this? I have checked and the three kids are at school (the oldest attends secondary school). Should I expect SW to contact me regarding this incident or should I make contact with someone to gather additional information?
- The D/Head teacher spoke with mum this morning. Mum told her what had happened. She is waiting for the police/social work to get back to her. On the form only one child is mentioned however there were three children in the house during the incident. We have linked the incident on Pastoral Notes for all three children.

From feedback obtained there has been a few issues identified as well as behaviours seen of young people. These include:-

- Confusion as to how much details is received when a concern is given to the school and the options that can be considered to support the wellbeing of the young person.
- Young people who would appear to have welcomed the opportunity to discuss the incident and the impact that it has had on them.
- Parents/Caregivers reaching out to the school in advance of the concern being made to sight the school of the incident. This did allow the school to also offer support and guidance to them.
- Young people attending school after an incident showing signs of trauma and being dysregulated. This was met with a caring, supportive and understanding manner by all of those involved in the care of them.

Recommendations

The following recommendations are for consideration in respect of the future of TICC across Ayrshire.

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1. TICC continues in its current format and continues to be evaluated for a further school year.
2. TICC continues in its current format but continues to grow to incorporate early childcare centres in line with Getting it Right for Every Child and is evaluated after a full academic year.
3. TICC evolves again to include other incidents whereby a young person is exposed to trauma. This could include such things as a parents/caregivers death (if police have been in attendance), warrant executions at the family home, or other incidents identified that could have a significant impact on the wellbeing of the young person.

This report is being submitted by the partnership for further consideration and discussion.

The vision of TICC was always to ensure the wellbeing and safe guarding of children and young people in Ayrshire to ensure that ALL children were given the most appropriate support at the right time to help reduce the impact of ACE's and trauma and to ensure that they were all given equal opportunities in life to thrive and develop to their full potential.

Members

Inspector Joanne Logan – Ayrshire Police Division, Locality Policing

Inspector Robbie Scott – Ayrshire Police Division, Public Protection Unit

Sergeant Tracey Tomkinson – Ayrshire Police Division, Risk & Concern Hub

Kirsty Ramsay – Easy Ayrshire, Education Manager, Children's Services

Jim Hendrie – South Ayrshire, Child Protection & Wellbeing Officer

Phil Gosnay, North Ayrshire, Senior Manager, Communities Directorate