



## Police & Crime Panel Report

July 2019

### Provision to support Post-Traumatic Stress Disorder

Subsequent to the Panel's request for information on support services for police officers suffering from post-traumatic stress disorder (PTSD), please see the following report on provision by North Yorkshire Police (NYP) and North Yorkshire Fire and Rescue Service (NYFRS).

#### Police Service provision

##### *TRiM*

NYP use the Trauma Risk Management Model (TRiM) method for encouraging officers and staff to speak to a TRiM practitioner (a trained officer or staff member) about their experience and reaction to a traumatic event. There are 40 TRiM practitioners across the Service. The trained TRiM practitioner can assess the impact the incident has had and, where necessary, make a recommendation about welfare support.

Individuals are not automatically referred after attending specific incidents – they are able to refer themselves or be referred by a line manager or colleague if felt necessary. Staff who work in specific areas within NYP that are classed as being high risk of psychological stress, such as viewing indecent images, do receive a 1 to 1 session with a welfare advisor on an annual basis.

There are two meetings as part of this process, one month apart. At the first meeting, within three days of the incident/referral, the practitioner will assess the immediate impact. The second meeting will establish how the individual is coping after they've had time to process the incident. If necessary, a referral on to welfare support can be made at any point.

##### *Welfare*

The welfare service provides psychological support to all officers and staff that are employed by North Yorkshire Police. Individuals can be referred by their manager or a colleague or they can self-refer for support for any mental health difficulties. All the Welfare Advisors are fully qualified counsellors/psychotherapists and can assess and provide individuals with the relevant support. They also have the facility to refer individuals for specific therapy for PTSD in certain circumstances.

The Welfare Team delivers as many as 1000 face-to-face appointments and over 300 telephone appointments with NYP employees, both officers and staff every year. All welfare contact is completely confidential.

The Welfare Service provides a number of different types of service, depending on your individual requirements. These include:

- One-to-one confidential appointments at one of the welfare offices across the Force, or a neutral place if preferred
- Help with anxiety, depression, trauma, stress, bereavement and more
- Support to help you stay at work
- Support to get back to work after being off sick, including recuperative plans
- Wellbeing education eg stress management/anxiety
- Counselling – e.g. person-centred, CBT or integrative therapy

## **Fire and Rescue Service provision**

The FRS has a number of employee services available to support staff if they experience difficult situations or are suffering from PTSD.

An assistance programme, provided by PAM Assist, provides 24/7 telephone counselling support, face to face counselling and physiotherapy services. They also provide detailed information online and access online and via a mobile app to support.

The Service is also a signatory to the MIND blue Light Pledge and has delivered a range of commitments in support of this. This also provides staff with access to information and support through a helpline.

The Service is developing a mental health workplace champions scheme, providing training to staff and managers in recognising signs and symptoms of mental ill-health and to enable them to have the right conversation at the right time with the knowledge and confidence to signpost and provide support.

Following each critical or traumatic incident, support is offered to all staff involved and this is followed up by local managers. The Service takes the view that early access to support following these incidents is beneficial to preventing the onset of PTSD and maintaining a happy and functioning workforce. Staff diagnosed with PTSD have access to a full range of support and therapies.

The Service is also engaged with the Firefighters Charity and Sapper Support which provide dedicated PTSD support to Services through a dedicated helpline.