

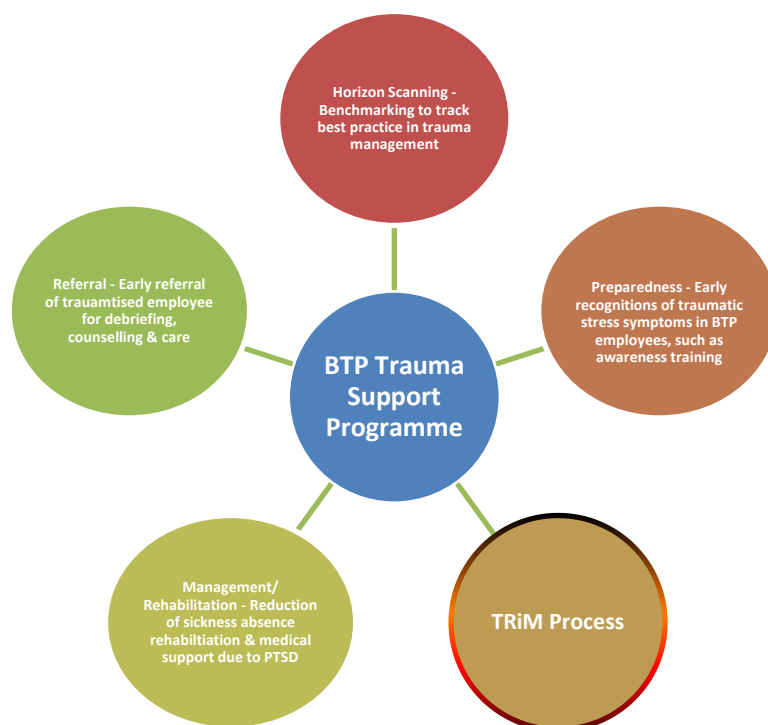
Public Service People Managers’ Association – Wellbeing Award 2019

Trauma Support and Trauma Risk Management – An Effective Mental Health Initiative

British Transport Police (BTP) launched a Wellbeing Strategy and Framework in April 2016 with various key strands/support programmes. Wellbeing is a key agenda for BTP as almost all of the employees (Police Officers and Staff) work in stressful situations that are traumatic and are exposed directly and indirectly in their daily work on the railways dealing with suicides, fatalities (which has been approximately 250 suicides and fatalities for 2018) and other critical incidents, such as sustaining serious assaults and injuries from arrests. A high number of these employees have also had key involvement in the 2016/2017 major incidents (Sandilands – Croydon Tram, Westminster, London Bridge, Manchester Arena, Grenfell Tower and Parsons Green Station) where most of them were first responders at the site of the incident who dealt with these atrocities. In addition our officers are often on the front line to protect the lives of others, which can result as a serious physical and psychological injury, including BTP officers stabbed during the London Bridge and Manchester Victoria Station terrorist incidents. As part of the Wellbeing Framework, BTP has developed a Trauma Support programme (TSP) (Figure 1) to minimise the potentially negative impact of traumatic stress and to pro-actively prevent the progression of Post-Traumatic Stress Disorder (PTSD) affecting the health and wellbeing of BTP employees. TSP is centrally governed and led by the BTP Safety and Occupational Health Department.

PTSD is an anxiety disorder caused by exposure to a very stressful, frightening or distressing events or a prolonged traumatic experience. Individuals have different coping mechanisms and PTSD will not affect everyone. It can be treated successfully with a variety of different therapies and early interventions. The National Institute for Health and Care Excellence (NICE) recommends brief psychological interventions soon after the traumatic event.

Figure 1: BTP Trauma Support Programme:



One of the key areas in TSP is a peer support system called Trauma Risk Management (TRiM) which also achieves NICE’s recommendation. It is an early intervention system that was initially developed from the military for personnel who were exposed to traumatic incidents in the course of their deployment, such as suicide, other death or situations with high emotional stress, which has proven to be very effective in pro-active support and care through robust research.

Table 1 illustrates the low rate of PTSD Occupational Health cases each month in 2018 out of approximately 5500 BTP employees. It provides evidence that using TRiM as an early intervention is an effective system to use for BTP.

Table 1: PTSD Occupational Health Cases

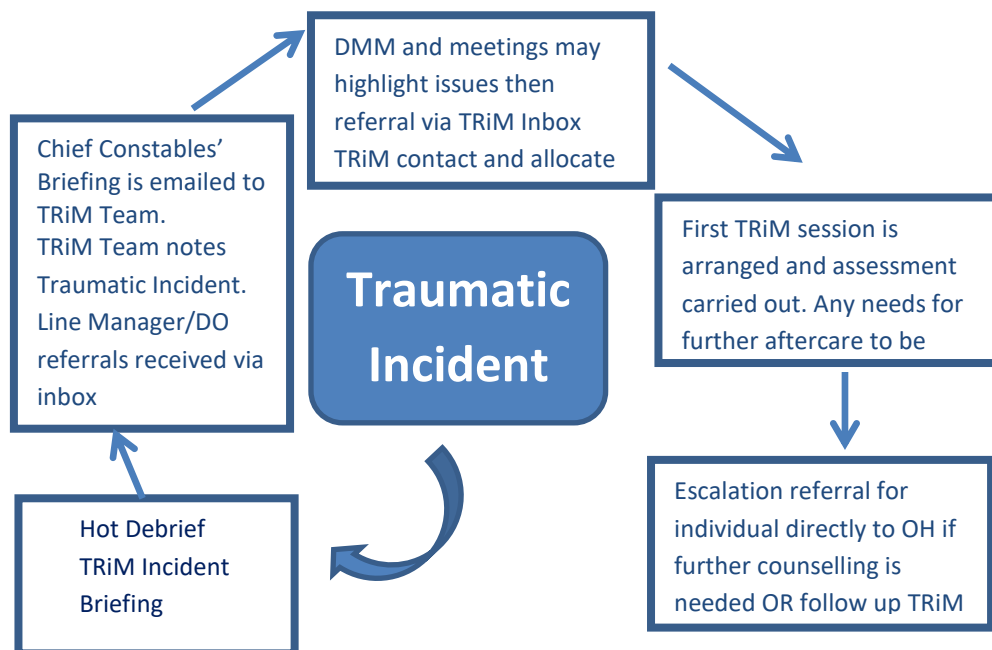
Reason / Month	Confirmed PTSD
Jan-18	6
Feb-18	3
Mar-18	4
Apr-18	1
May-18	0
Jun-18	1
Jul-18	4
Aug-18	2
Sept-18	2
Oct-18	2
Nov-18	3
Total	28

TRiM involves post incident procedures carried out by appropriately trained volunteers called TRiM Practitioners. TRiM Practitioners are able to provide peer support, to monitor trauma-exposed individuals and, where necessary, assist them to access professional support. Their actions aim to support BTP to provide a high standard of post-incident support to those who have been exposed to traumatic events. The TRiM practitioner course trains appropriately selected volunteers, to identify actual and potential psychological problems that may occur following a traumatic event. BTP has invested approximately £50k in training over 72 TRiM practitioners, who are based nationally to cover the geographic and shift based logistics of BTP, and is continually investing in training new volunteers and refreshers. This ensures that a TRiM practitioner can be on site immediately if needed.

Figure 2 depicts the TRiM pathway. The initial management of employees after a traumatic incident involves a Trauma Incident Briefing (TIB) which assists in defusing post incident issues and is carried out within 72 hours of the incident. After 72 hours, employees voluntarily attend for an initial TRiM session when support is required. If signs and symptoms of distress are displayed when going through this session, the individual is risk assessed to be fast tracked for:

1. Appropriate clinical pathways through Occupational Health when a high risk score is indicated for potential PTSD;
- Or
2. For regular reviews with the TRiM Practitioner for continuous checks and support.

Figure 2: TRiM Pathway



Tables 2 and 3 provide the year end data for TRiM referrals and TIBs either in person or via emails. Both demonstrate the increase in usage and culture from the launch of the Wellbeing Strategy/Framework in April 2016 to the end of 2018.

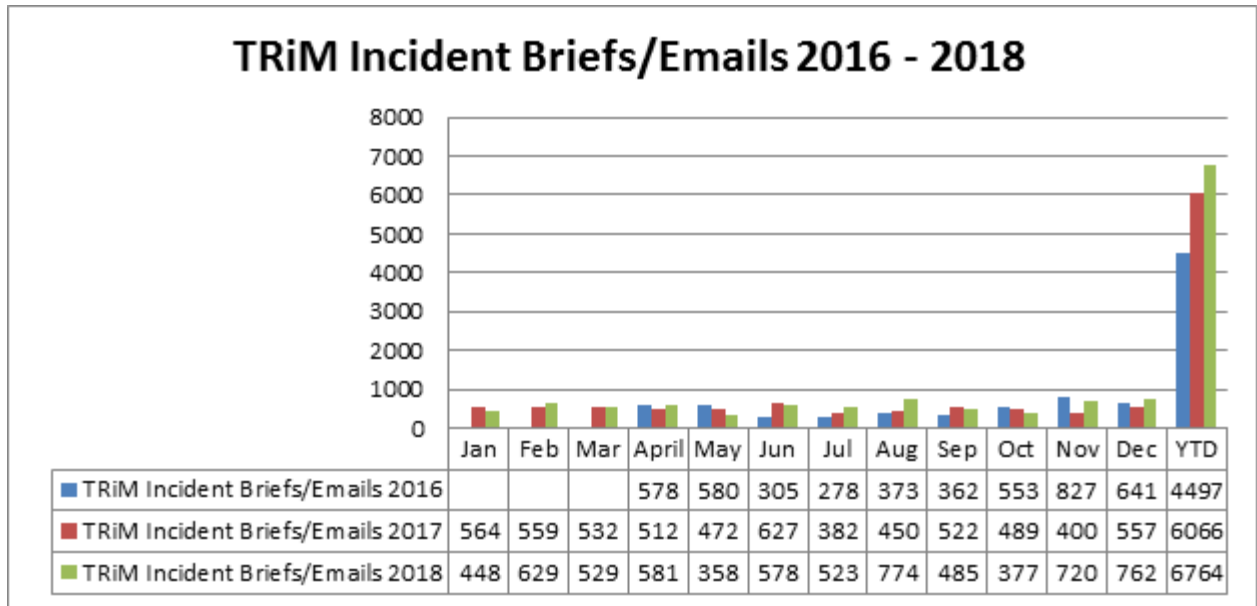
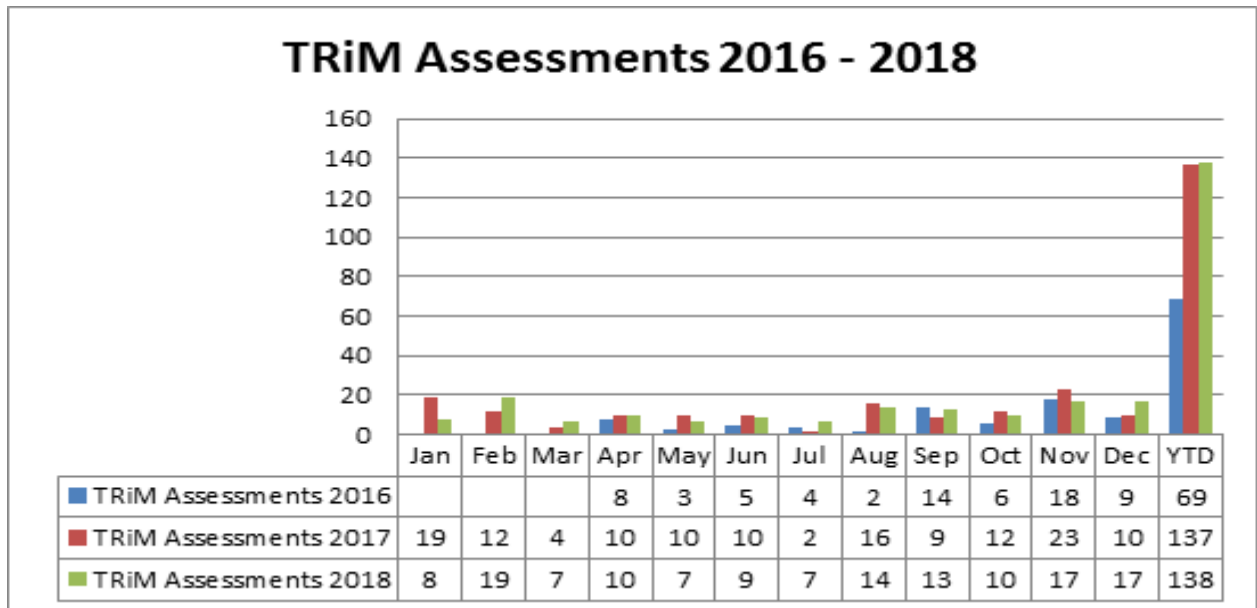
Table 2

Table 3


Table 4 provides the data for TRiM post major incidents. 852 of the employees that were involved in these major incidents received a TIB and out of these 111 progressed to for their initial TRiM session. By utilising TRiM intervention there was a minimal rate of sickness absence in mental health conditions, an increase in mental health culture/awareness to the process and positive feedback on the support provided through Lessons Learnt Exercises and a recent employee survey. The Police Federation, which represent our police officers, are also hugely supportive of this initiative.

Table 4: TRiM Data from 2016/2017 Major Incidents

Incident	TIB's	In TRiM Process
Croydon Tram Crash	279	Not Known
Westminster	4	0
Manchester	221	77
London Bridge	198	28
Grenfell Tower	35	6
Parson Green	115	0

Apart from the TRiM process, there is other continuous support provided for mental health in the workplace. Significant products and initiatives have been developed, for instance:

- BTP Mental Health Support Guide for employees and their families - This short guide has been designed to give tips to help recover from traumatic events, information about the range of services on offer, as well as some specific advice for BTP employees, their friends and family.



Mental Health
Support Guide.pdf

- Continuous Trauma Support briefings to the management chain in supporting and signposting their employees to BTP Safety and Occupational Health Service Department (who leads on Wellbeing).
- Additional support services through the Employee Assistance Programme called BTP Assist which provides a confidential telephone counselling service (24/7) and an online resource providing a comprehensive source of information on a range of issues – from stress and anxiety to life stage events, such as pregnancy, caring for others and separation/divorce.
- TRiM video - BTP is the first Police Force to produce a product like this to promote and strengthen mental health culture. This video provides what BTP employees say about TRiM and how it has benefitted them: <https://www.youtube.com/watch?v=BTpky8a0uio>