

**Manchester City Council  
Report for Information**

**Report to:** Health Scrutiny Committee – 7 September 2022

**Subject:** Adverse Childhood Experiences (ACEs) and Trauma Informed Practice

**Report of:** Director of Public Health

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**Summary**

This report is an update to a report considered at the meeting of the committee 21 July 2021 on Adverse Childhood Experiences (ACEs) and Trauma Informed Practice. The report covers the wide range of activities to deliver the stated ambition of Manchester being an ACE aware, trauma informed and trauma responsive City. Dr Lucie Donlan, a GP from West Gorton Medical Centre, and Juanita Margerison, the Director of the Resonance Centre will attend the committee to answer questions on the case studies included in the report.

**Recommendations**

The Committee is asked to note the report.

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**Wards Affected: All**

**Environmental Impact Assessment** - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

Supporting individuals, families, and communities to prevent adversity and mitigate against past, and ongoing, trauma will impact on population health through increased physical and mental wellbeing. Protective factors that we promote such as exercise, mindfulness and healthy eating will support residents to access local green spaces and community assets, reducing traffic congestion and supporting the local economy.

**Equality, Diversity and Inclusion** - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

If Manchester is to be a truly trauma responsive City, then we need to support all our population to mitigate against trauma and what has happened to them. We are working to the principles of trauma informed practice –safety, trustworthy & transparency, peer support, collaboration & mutuality, empowerment & choice and cultural, historical & gender issues.

We are inclusive in our delivery, co-producing resources (including training) with people with lived experience and supporting our hardest to reach communities to understand trauma and adversity and adopt trauma informed approaches.

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS/Contribution to the Strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home-grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Through building trusted relationships and promoting strength-based conversations we can engage our population with what matters to them. This leads to community focused activities that build resilience and enable communities to thrive and flourish.
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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**Background documents (available for public inspection):**

Adverse Childhood Experiences (ACES) and trauma informed practice - Report to the Manchester Health Scrutiny Committee - 21<sup>st</sup> July 2021

## **1.0 Introduction**

- 1.1 Following the paper presented to the Health Scrutiny Committee in July 2021 this report provides an update on the progress made in Manchester becoming an ACE aware, trauma informed and trauma responsive City.
- 1.2 Since the last report to the Health Scrutiny Committee, a further 1,500 individuals have been trained, meaning over 3,000 people who live and work in our city have attended a training session on ACEs and trauma informed practice since the Harpurhey pilot began in autumn 2018. This report will illustrate how that learning has impacted on the city so that we are becoming trauma responsive. The range of activities outlined prevent early trauma and adversity, enhance individual and family wellbeing, build community resilience, and mitigate against the trauma our communities have experienced/are experiencing.

## **2.0 Background**

- 2.1 ACEs describe a wide range of stressful or traumatic experiences that can occur from conception to the age of 18 – they include abuse, neglect, and household dysfunction. When children are exposed to adverse and stressful experiences, it can have a long-lasting impact on their ability to think, interact with others and on their learning. It has been shown that considerable and prolonged stress in childhood has life-long consequences for a person's health and well-being, with negative behaviours often being used unconsciously as protective solutions to unrecognised problems dating back to childhood.
- 2.2 Research shows that ACEs are common and endemic and are found to have a dose dependent response on disease prevalence, life potential and health harming behaviours such as smoking, alcoholism and drug use. In order to improve our city's health outcomes, ACEs need to be seen as the major contributor to disease that they are. It is therefore imperative that we work towards reducing this toxic stress burden on our children and families.
- 2.3 It is also important to sit this alongside societal issues, so we refer to a pair of ACEs to include Adverse Community Environments like poverty, discrimination, poor housing, lack of economic opportunity and social connectedness. By adopting trauma-informed practice which asks, 'what happened to you?' instead of 'what's wrong with you?' and working in a strength-based way it is possible to empower individuals with choice and control and ensure systems and services do not retraumatise.
- 2.4 Adopting trauma responsive approaches are part of a whole system approach to population health and wellbeing in the city. This work is a key theme of the Manchester Safeguarding Partnership, is included in the Manchester Population Health Plan and is integral to the local response to the Marmot report, Building Back Fairer.

### **3.0 An Update on Progress**

#### **3.1 Neighbourhoods**

##### **3.1.1 Community Hubs**

Five hubs have been established in Blackley, Cheetham, Clayton, Gorton and Wythenshawe. Led by a voluntary sector organisation and/or a school the hubs offer safe spaces where residents can connect and engage in positive activities that mitigate against trauma and promote physical and mental wellbeing. Activities taking place include creative confidence workshops, knit and natter and wellbeing walks.

Residents can also access services to support with housing, debt advice, fuel and food poverty and be linked into social prescribing and community groups.

##### **3.1.2 TICTAC**

4CT, a multi purpose community organisation based in Beswick have been commissioned to support the voluntary sector in North Manchester to implement trauma informed and trauma responsive approaches. The project called TICTAC (Trauma Informed Care for Trauma Informed Communities) - runs from May 2022 to December 2023 and is engaging with residents to provide key messages about attachment and protective factors such as play, exercise and sleep hygiene.



*Family engagement at a Northwards Housing fun day (Newton Heath, July 22)*

##### **3.1.3 Targeted Interventions**

Through the MCC neighbourhood team pilot has started in central Manchester to explore the impact of trauma informed approaches in identified hotspot areas linked to the trio of vulnerabilities - domestic abuse, mental ill health and substance misuse.

### 3.1.4 Building a Resilient Community

A programme of work with the Wythenshawe Community Housing Group and their partners is now underway that will test approaches to support residents in building a resilient community using a trauma informed community building model.

### 3.2 Early Years

This has been a strong focus of the Manchester programme and in the past year the following progress has been made:

- Refresh training has been delivered for all Early Help staff that reinforces the need to have strength- based conversations with residents.
- Health Visitors have been encouraging responsive parenting using approaches such as mind-mindedness, mentalisation, reflective functioning, serve and return and touch baby massage.
- The programme lead presented an overview of the ACEs and trauma work to the Manchester Medical Society Paediatrics group.
- During Infant Mental Health week in June 2022, an event showcased good practice from Spoons, Children and Parents Service (CAPs) Vulnerable Babies team. Manchester Mind, Dads Matter and Big Manchester. The quotes from the speakers' presentations below illustrate the importance of being ACE aware and trauma informed.

*'The understanding that adverse childhood experiences can impact brain development and long-term outcomes for children is central to our work'*  
**(Specialist Health Visitor – Vulnerable Baby Protect and Prevent Service)**

*'It is important to support, strengthen and repair early relationships between infants and their parents and to provide support to those who have experienced trauma to help them recover e.g., supporting parents in relation to their own ACEs so they are more able to be emotionally available for their infants. Our assessment includes a focus on parental history of trauma and trauma experienced by the infant. We use sensitive questions to elicit relevant trauma information'*  
**(Consultant Clinical Psychologist – Children and Parents Service [CAPS])**

### 3.3 Voluntary and Community Sector (VCSE)

The VCSE are innovating and testing new approaches to being trauma informed and trauma responsive. The following examples highlight this:

- Production of video content with 84 Youth and Odd Arts to explore community-based violence and trauma.
- Manchester Action on Street Health (MASH) co-producing a training programme with their service user panel looking specifically at the gendered element of being trauma responsive. It is the intention that

service users will co-deliver the training and upskill other organisations in the city.

- De Paul (a homeless charity) using physical activity and creativity to provide social connection and build resilience in the young people they work with.
- The Melissus Project (supporting people with housing issues and complex needs) partnering with Gaddum to deliver trauma-informed drop-in sessions for communities across Manchester focusing on service users from its wider networks, in particular Carers Manchester, Europaia (EU National Support Charity) and the African Caribbean Mental Health Service.
- Modelling trauma informed approaches with Manchester City of Sanctuary in their work with families seeking refuge.
- Healthy Me Healthy Communities, who deliver a number of community based initiatives (e.g. community grocers), delivering trauma workshops to service users and a facilitator programme to allow staff to deliver the workshops.
- SimplyInnerWorks delivering 'Reconnect' a six-week Healing and Educational programme for South Asian women who have suffered and experienced systemic abuse.
- Thrive Manchester in Benchill setting up a Public Living Room to engage with their community <https://www.camerados.org/set-up-a-public-living-room/>
- Thrive Manchester are also piloting a series of workshops for adults who have lived experience. Referrals have been made from primary schools and the police.

All the above projects are either underway or being planned to start in Autumn.

### **3.4 Manchester City Council**

The following is a summary of progress made across the council in the past year:

- Two sessions for elected members were delivered in autumn 2021, attended by 25 members.
- Councillor Jade Doswell was appointed as the trauma informed lead councillor.
- Continued roll-out of a training programme for all staff in the Homelessness Directorate.
- Following a training day and a workshop in May 2022, the MCC anti-social behaviour team are starting to pilot trauma informed approaches including

creating trauma informed environments, bringing in other agencies such as Early Help and Eclipse, introducing further check ins and being more proactive with signposting.

- The Covid Food Response team completed training and delivered this service in a trauma informed manner throughout the 18 months of delivery. The current Our Manchester Food Partnership staff have also completed the training and are using trauma informed approaches when working with the community; whilst the training is being offered and promoted to all food banks, pantries, and community grocers in the City.
- Children's Services now include ACEs and trauma informed practice as a key theme through all their core training such as Signs of Safety; and deliver practitioner clinics - see *Appendix 1 Safe & Together Clinics: A trauma informed approach to model adoption and peer support*.

### **3.5 Other Activities to Note**

#### **3.5.1 Arts**

- Delivering the Art of Resilience with Manchester Art Gallery involving 12 primary schools. Artists in residence work with small groups of children in the Gallery exploring protective factors that mitigate against trauma and build resilience such as balance, nature, sleep hygiene and relationships.
- Piloting innovative approaches with four secondary schools and four creative providers through MADE – a collaboration between arts, education and youth organisations across Manchester.

#### **3.5.2 Housing**

- A community of practice has been set up, led by Northwards Housing, consisting of 10 registered housing providers. The group co-deliver training and share case studies.
- Southway Housing incorporate the trauma training into their specialist training on hoarding.

#### **3.5.3 Criminal Justice**

- A report has been produced with One Education and Youth Justice called 'Life After Lockdown', giving young people a voice and recommending actions to support them going forward.
- All new GMP staff now receive trauma informed training on their induction.

#### **3.5.4 Domestic Abuse and Violence**

- Facilitating the delivery of the Healing Together programme that supports children impacted by domestic abuse <https://www.healing-together.co.uk/> the delivery partners are 4CT, Big Manchester, Catalyst Psychology, Children's
- Society, Early Break, Manchester Women's Aid, Thrive Manchester and the Wise Owl Trust.

- The MCC Programme Lead for ACEs and trauma informed practice is a White Ribbon ambassador and is supporting the Council to become an accredited White Ribbon organisation that is working to end male violence against women.

### **3.5.5 Education**

- Continue to deliver training each term through the 'Healthy Schools Behind the Behaviour programme', that includes a module on ACEs and trauma in their mental health awareness course.
- Staff in 15 schools have completed, or are undertaking, the Trauma Informed UK Schools Diploma in Trauma and Mental Health. These staff have formed a community of practice to share learning.

## **4.0 Impacts**

The following settings and associated case studies and quotes bring to life the impact of adopting trauma informed and trauma responsive approaches.

### **4.1 Setting 1 - West Gorton Medical Centre**

Led by Dr Lucie Donlan, the Centre has been on a journey to develop a trauma informed and trauma responsive practice. Dr Donlan and Gareth Nixon, from Public Health, initially delivered training on ACEs and trauma informed approaches for the whole practice team. This then led to delivery of a project to screen the patient population for Adverse Childhood Experiences (ACEs).

The findings were recently presented by Dr Donlan as a poster at the Royal College of General Practitioners – see appendix 2.

It is important to note that following a referral to a GP, 56 patients had onward referrals and most of these were to mental health services for talking therapies/ psychology support. However other referrals were made to the Be Well service, focused care workers and the early help support hub.

Trauma informed responsive practice is now integral to West Gorton Medical Centre as highlighted below and in the case study:

- A leaflet and books given out at childhood immunisation appointments to try to improve bonding and attachment with parent/carer and their child and see if we can impact our poor school ready figures/literacy figures
- Employed a trauma informed yoga therapist to work with anyone from age 5 upwards with any previous traumatic experiences, with plans to employ a trauma informed physiotherapist
- Effective liaison, data sharing and working with our local primary school through meetings and closer collaboration



- Use of community organiser from Forever Manchester to help support patients and signpost to local groups/ organisations
- Proposal to have group consultations on site for patients with persistent pain/ fibromyalgia who have previous adverse experiences.

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‘When a flower doesn’t bloom, you fix the environment in which it grows, not the flower’ – Alexander Den Heijer

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The case study below illustrates the impact of this approach.

**Case Study 1: 61-year-old female – submitted by Dr Lucie Donlan (Partner, West Gorton Medical Centre)**

Presented to reception to complain about some information on a summary print out that had been sent with her for a hospital referral (entries mentioned previously she had been in prison and child protection detail about her children). This was just after our practice wide ACE and trauma informed training session, so the office manager used the ACE training to try to offer help and support for this patient in a trauma informed way.

The complaint was that when she had been admitted to hospital the week before a summary print out had gone with her and had problems listed from 1981 that she felt should not be on her problems list. The patient was angry and raising her voice, so our office manager offered her to come into her office, sat down with her and listened. Using her trauma informed training she asked the patient whether she could help and whether there was an issue with that particular code causing the patients distress (the code was related to a prison term and her children).

Following a long time with our office manager when the patient got upset and disclosed some trauma from her childhood, our office manager told the patient about the ACE work the practice is doing and the patient wanted a follow up with me.

We arranged a face-to-face review. The patient has an extremely high ACE score of 9+3 and has suffered sexual, physical and emotional abuse and neglect throughout her childhood. The patient tried to report her abuse as a child and into her later teens to the police, social workers, teachers and her parents, but never felt believed or listened to.

We referred the patient for complex psychology and the patient has completed in-house trauma informed yoga therapy.

The patient says that we were the first people to listen and believe her story. The patient thinks this work is so important to better identify children or adults who are currently suffering trauma or have suffered it in the past and are living with the impacts of this.

In terms of increased disease risk with high ACE scores this patient has: chronic depression, ischaemic heart disease (IHD), chronic obstructive pulmonary disease (COPD), chronic anxiety and depressions with previous suicide attempts. The evidence suggests that with 4 or more ACEs a person is 2x as likely to develop IHD and 3x more likely to develop COPD.

The patient thinks our ACE work is so important.

‘I am amazed that someone is doing this work and you are the only person in over 51 years who I feel has bothered and believed me’

She called the team she sees here at the practice ‘angels’

*This anonymous case study has been shared with this person’s permission.*

## **4.2 Setting 2 - Delivery of trauma informed yoga sessions and other mindfulness practice at the Resonance Centre, Clayton**

The Resonance Centre is a multi-functional centre designed to deliver classes, services and activities which positively impact both mental health and physical wellbeing for the residents of Manchester. Primarily focused on yoga, meditation, mindfulness and plant-based eating for optimal health, the centre is also home to a variety of community groups and sober raves. The aim is to create a space based on community connection and social inclusion.

### **What is Trauma Informed Yoga?**

A practice such as yoga or guided meditation is trauma informed if the teacher has had additional training on how to deliver the work in a way that is mindful and reduces the risk of triggering participants.

Teachers are trained to meet people 'where they personally are at' through a gentle and compassionately delivered style of practice offering modifications and props where required. Teachers are also equipped with a host of techniques such as 'grounding', 'orienting' & 'focussing' to help participants feel secure throughout their session. Examples of this would be avoiding long silences during class or playing music with emotive lyrics, it may avoid the use of yoga straps and perhaps postures taken prone (face down).

Whilst it can never be possible to anticipate every potential trigger that every participant may have (particularly with the introduction of new movement, breathing exercises and tension release) it is possible, with additional education, that a teacher will be equipped with an appropriate amount of knowledge of how the human nervous system works to be in a position to soothe someone effectively if they become flooded with emotion.

Yoga is proving highly effective for conditions such as fibromyalgia and chronic pain but if the symptoms are extreme then a trauma informed facilitator would be conscious of a need to tailor the practice to be seated or even floor based such as 'restorative' or 'yin' yoga.

Approaching trauma holistically does involve the need to revisit emotions/physical sensations that are challenging but with this approach it is possible to achieve this in a way that is gentle enough to allow participants to move at a comfortable pace, feeling safe and in an environment with nominal risk of triggers.

The case study below illustrates the impact of the work at the Resonance Centre.

**Case study 2: 43 year old female – submitted by Juanita Margerison (Director, Resonance Centre)**

C received a diagnosis of bipolar at age 22 but has never found a treatment that is effective and her life over the last 21 years has been undermined by addiction, homelessness, abuse (physical, emotional, sexual & mental) and the removal of a child. She is under the care of McCartney House in Manchester and received crisis care during lockdown following a severe mental break.

C was a participant on the first Integrating Self course at the Resonance Centre and regularly attends other classes and workshops. Integrating Self is a six-week course designed to heal trauma from a holistic perspective. The course includes modalities such as yoga, meditation, singing, tapping, breathing techniques, sound healing, massage and practical guidance on plant-based diet.

She also attends the weekly 'sober rave' Born Free, Manchester's weekly conscious dance floor, that creates a safe container for participants to move in whatever way feels good, feeling secure in a compassionate and non-judgemental environment. Several other Integrating Self participants now also use Born Free as part of their regular self-care. Many regular dancers have testified to Born Free being one of the most effective things they've ever done for their mental health, something we are extremely proud of.

C's personal transformation to date has been remarkable. She is currently living without a daily dependence on alcohol or drugs with an ever-increasing focus on diet and healthy lifestyle choices. The friendships C has made on the course and within our community of service users has had benefits far beyond the time she spends here, and she is now regularly involved in social outings like cycling, gym classes and lunch with friends.

C has also enrolled onto a level 2 holistic training course with Flourish Together – a community interest company - in preparation for a time when regular work may be achievable again. She is set to complete her training in September, and we will then be able to link her into #manchesterwellnesscollective - a co-created group of holistic therapists and yoga teachers seeking to make their services more readily available within mainstream healthcare. Based at the Resonance Centre members of the group, formed in December 2021, have delivered hundreds of sessions ranging from baby yoga to Indian head massage at a variety of community centres across the city.

The Resonance Centre seeks to assist all our community members by addressing five areas of life that are key to physical and mental health. We have called these the 5 Piers of Wellbeing – Personal, Intellectual, Emotional, Relationships, Spiritual.

C has seen improvements in all those five areas of her life and her journey continues with our support and a lot of love. We have arranged for her to do level 2 food hygiene training in the next few weeks, followed by some volunteering at the Resonance Centre helping in the Plant Based Snackery.

*This anonymous case study has been shared with this person's permission.*

### 4.3 Responses to the strategy consultation

(What difference is implementing trauma informed and trauma responsive approaches making?)

Some of the replies from partners to the strategy consultation are provided below:

ZC was a prolific offender who has custody of his daughter but a history of non-engagement with agencies, is distrustful of professionals and was at risk of eviction from his tenancy. His support worker, understanding the issues he has had and the continued trauma he still lives with, has built up a great rapport, so much so that ZC now wants to volunteer with other offenders to assist in their rehabilitation within the community. **Kate Wood, District Homes**

The biggest success has been seeing the changes that families have made to make a difference to their lives and themselves acknowledging this. For example, attending a parenting course, seeking support for substance misuse and volunteering at the centre. **Debbie Keary, Martenscroft Centre Nursery Schools and Sure Start Children's Centre**

Delivering ACE's group to parents and seeing the positive change within the family dynamics. From a supervision perspective, workers feeling more supported leading to a more productive and happier team. **Amy Leech, Big Manchester**

Our non-attendance policy supports our clinicians to understand adults not attending appointments should prompt questioning about what may be going on in that patient's life that they may need support with. In addition, reviewing the policies and training available to support older adults in care homes who use distressed behaviour and promoting a trauma informed lens to shape care is an ongoing piece of work, but we've made a good start. **Sarah Khalil, Adult Safeguarding**

Personally - impact of Play Therapy on young people. Organisationally - our new consent form where we ask explicitly how we can meet a child needs most effectively **Claire Evans, 4CT**

We employed a specialist In-reach Worker who has started to do intense casework with women who are in ABEN female only accommodation. This work is a partnership with Riverside, counselling therapists at MASH and Women's Aid and we have delivered this for almost a year. The focus of this work was to offer a trauma informed approach to enable women to recover from historical trauma and traumas caused by living on the street. Before we started this work, women who use temporary accommodation were less likely to engage with services and very often were re-traumatised by the accommodation systems. Some of the women we are working with on this project are doing some really positive work around their mental health & well-being and they are responding well to having a key worker that is trauma responsive. Women have engaged with trauma therapy at MASH and have been involved in working in groups to improve their awareness around DVA

and other topics that improve understanding and resilience. We are seeing some significant improvements in mental health and well-being for these women through having this holistic approach. **Safia Griffin, Manchester Action on Street Health (MASH)**

The Ram's Lodge temporary accommodation site has developed a more trauma informed approach to the service delivered to clients who are complex homeless individuals. For example, the service takes a more informal approach to booking clients into the accommodation, a focus on home cooked food provision, an increased frequency of support sessions, working in collaboration with other agencies which is taking a more trauma informed approach in general. This is resulting in significant improvement in the level of engagement of clients with other support services and improved ability to move clients on to more settled accommodation offers sooner. **Louise Stonall, Homelessness Service**

We have changed the way we deal with poor property condition and people displaying signs of hoarding disorder. This has meant that we no longer take legal action against tenants to "force" them to manage their tenancies. Instead through a trauma informed approach we take a more measured approach, working closely with people to understand the reasons for their struggles to maintain a clean and tidy home and understand their need to hoard. We take a very slow approach with matters and slowly help people to bring some control back to their lives by understanding their needs and working at their pace. **Claire Tyrrell, Northwards Housing**

## **5.0 Next Steps**

- 5.1 The Manchester ACEs and trauma informed strategy 2019-2025 is being refreshed to ensure that it is as inclusive as possible, meets the current needs of the city and takes into account the future needs of adults and children living in Manchester. The strategy refresh is currently in the consultation phase and focus groups are being held with people of lived experience facilitated by Back on Track, Manchester MIND, Shelter and Thrive Manchester.
- 5.2 In addition a survey has been distributed and is live – the link is below [ACE's and Trauma Informed Practice Strategy Refresh Consultation \(manchester.gov.uk\)](https://www.manchester.gov.uk/ace-and-trauma-informed-practice-strategy-refresh-consultation)
- 5.3 Future activity will be influenced by the consultation findings, but priorities include:
  - Continue to roll out multi-agency training across the City.
  - Ensure key sectors implement trauma informed and trauma responsive practices into their core activity with a focus on education, health, early help, criminal justice, housing, arts and the voluntary sector.
  - Develop specialist trauma enhanced practitioners.

- To develop trauma informed services within Manchester City Council and include information as part of staff inductions.
- Continue to invest in the voluntary sector to implement trauma responsive hubs in all our neighbourhoods.
- Set up an Expert by Experience group that will co-produce training content and resources and feed into governance structure.
- Work with the GM Resilience Hub to support staff wellbeing.
- Explore the use of psychologically informed practice and responses with adults who have care and support needs. A task and finish group has been set up the Manchester Safeguarding Partnership.
- Measure the impact of the work, both quantitative and qualitative. Resource has been acquired from the MCC research team to support this and an outcomes framework is being developed.
- Continue to work alongside colleagues in Greater Manchester to support GMCA's vision of a trauma responsive City region, including the development of a web portal and investment in training to develop specialist practitioners.

## **6.0 Summary**

Manchester has come a long way in the journey to become a trauma informed and trauma responsive City, however, there is much more that needs to be done. This report tells some of the stories and captures some of the impacts. The engagement work with the workforce, communities, families and individuals will continue so that outcomes improve for residents of the city. The support of senior leaders and elected members is key to facilitating system change.

## **7.0 Recommendations**

The Committee is asked to note the report.