



# WEST MIDLANDS POLICE

## TRAUMA RISK MANAGEMENT (TRiM) POLICY





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## 1.0 POLICY STATEMENT

At West Midlands Police, we recognise that due to the complex and challenging nature of modern day policing, there may be occasions where you are required to deal with traumatic incidents that have the potential to impact negatively upon your psychological wellbeing.

We also recognise that increased awareness and early intervention following incidents allows the normalisation of post incident distress, provides opportunity to assess wellbeing and increases the effectiveness of any treatment for psychological illness if required. When we refer to normalisation, this is recognition that whilst the incident itself is not normal, the distress felt afterwards is usual and for most people will subside with time.

It is therefore important that we manage the risks associated with exposure to trauma appropriately across our Force, enabling us to support your personal wellbeing, meet our duty of care and legal obligations, as well as developing a broader awareness of trauma, stress and psychological illness with the Force.

To do this, we will utilise Trauma Risk Management (TRiM) which is a process to provide support and to complement the wider wellbeing support available within the Force.

## 2.0 PURPOSE

We have set out this policy to:

- Provide an overview of TRiM;
- Explain the roles and responsibilities of those involved in the TRiM process;
- Provide the framework for managing TRiM activations across our Force (appendix 1);
- Set out the support mechanisms available within the Force.

## 3.0 SCOPE

This policy applies to:

- All West Midlands Police Officers and Police Staff, regardless of rank or seniority.
- Special Constables and Force volunteers (Supported by the Citizens in Policing Team)

## 4.0 WHAT IS TRiM?

TRiM is a peer led process intended to assess your individual response following exposure to a potentially traumatic incident. The process, consisting of a structured risk assessment, aims to identify whether you or your colleagues may be at risk of developing psychological illness as a result of your exposure and aims to minimise that risk by providing support, advice, guidance and signposting.

TRiM originated in the UK Armed Forces and is based upon the 'active monitoring' model. The process is not treatment or counselling, but a recognised method of assessing risk after traumatic exposure whilst at work.

TRiM is fully compliant with the traumatic stress management guidance published by the National Institute for Clinical Excellence (NICE) Guidance [NG116: Guideline 26] and therefore does not cause any risk or harm to individuals.

It is an additional tool to support you and does not replace the end of shift de-brief, manager intervention or welfare support also available within the Force.

The overarching aims and objectives of TRiM are:



1. To effectively identify your welfare needs, specifically as a result of exposure to a potentially/traumatic incident and to identify at an early stage whether additional support is required so that support and signposting can be provided as appropriate;
2. To provide information to you and your manager which will enable the management of your post traumatic incident, ensuring that TRiM is activated appropriately and consistently across the Force;
3. To raise awareness and to promote positive health and wellbeing within the Force.

It is important to note that the TRiM process is not an immediate welfare response, nor can it provide medical or clinical support.

Therefore if you or your colleagues are considered at risk on account of overt mental health concerns following an incident or are showing signs of severe stress and anxiety, you should be signposted to access Primary Healthcare Services such as your GP, Emergency Doctor, A&E etc.

You also have immediate access to support 24/7 through the EAP service.

### **5.0 TRIM ACTIVATION CRITERIA**

An incident requiring TRiM is any incident with a set of circumstances that may produce a high level emotional response during, immediately post-incident or some time after the incident. This reaction may or may not be apparent to the layperson, but is likely to surpass the individual's normal coping mechanism.

As we will all react differently to potentially traumatic incidents, a decision to activate TRiM will be made with reference to the incident itself, but also the reaction of yourself and your colleagues.

For the purpose of this protocol, incidents meeting the criteria below should be strongly considered for a TRiM intervention using the Decision Making Matrix (appendix 2)

- SERIOUS MULTIPLE CASUALTY / DEATH;
- SERIOUS INJURY OR DEATH OF AN INDIVIDUAL IN THE EXECUTION OF DUTY;
- SERIOUS ABUSE / INJURY/ OR DEATH OF A CHILD;
- SERIOUS INJURY OR DEATH OF A MEMBER OF THE PUBLIC RESULTING FROM POLICE OPERATIONS (FOR EXAMPLE SHOOTING BY A POLICE OFFICER OR BY A COLLISION OF A POLICE VEHICLE);
- LIFE THREATENING / TRAUMATIC INCIDENT AT WORK INVOLVING SELF OR CLOSE COLLEAGUE;
- ANY INCIDENT CONSIDERED TO BE A SERIOUS PHYSICAL OR PSYCHOLOGICAL, PARTICULARLY IN SITUATIONS OF EXTREME VIOLENCE OR WHERE LIFE-THREATENING RISK HAS BEEN TAKEN.

The following incidents may require TRiM (this may be dependent of the circumstances and the reaction of the individual's involved).

- DEATH OF AN INFANT;



- A DEATH IN CUSTODY;
- ANY INCIDENT IF THE CIRCUMSTANCES ARE SO UNUSUAL. OR THE SIGHTS OR SOUNDS ARE SO DISTRESSING, RESULTING IN A HIGH LEVEL OF IMMEDIATE OR DELAYED EMOTIONAL REACTION;
- ANY LOSS OF LIFE THAT FOLLOWS EXTRAORDINARY AND PROLONGED EXPENDITURE OF PHYSICAL AND EMOTIONAL ENERGY;
- SHOOTING INCIDENT INVOLVING SELF OR COLLEAGUE;
- SERIOUS PUBLIC DISORDER;
- WHERE AN INDIVIDUAL HAS BEEN EXPOSED TO MULTIPLE RELATIVELY MINOR INCIDENTS;
- ANY EVENT RESULTING IN A HIGH EMOTIONAL REACTION THAT OVERWHELMS A PERSON'S NORMAL COPING MECHANISMS.

## **6.0 TRIM ACTIVATION**

The TRiM process can be initiated by:

- The Force Incident Manager (FIM);
- A TRiM Manager or Practitioner (where applicable);
- A Line Manager;
- A Colleague (Type 2)
- An Individual (Type 2)

Activation is through the TRiM Activation form

[https://es-one-stop-shop.custhelp.com/app/forms/trim\\_activation](https://es-one-stop-shop.custhelp.com/app/forms/trim_activation)

The completion of the form ensures tracking of all TRiM activations and accurate record keeping.

## **7.0 TRIM INTERVENTION DURING POST INCIDENT PROCEDURE (PIP)**

If you or your colleagues are subject to the Post Incident Procedure (PIP) following an incident, this process will take precedence and therefore it may not be possible for you to be part of the TRiM process at the same time as your team or colleagues.

It is recognised however that sharing the principles of TRiM can be helpful.

Therefore a manager de-brief should be delivered by an individual nominated by the Post Incident Manager (PIM) which will allow you to understand and normalise your feelings post incident and provides an opportunity for wellbeing support to be offered and advised, confirming the support available from the 24/7 EAP service.

The TRiM process can formally begin once the PIP Stage 4 has concluded.

## **8.0 TYPE 2 TRIM SUPPORT**

In addition, TRiM can also be utilised for near misses, a collection of smaller incidents or prolonged exposure to a highly challenging role which may have taken a toll on your psychological wellbeing equally as much as a major incident.

If your Line Manager identifies concerns regarding your wellbeing they should discuss this with you in the first instance to ascertain the reason. Should they identify that TRiM support may be beneficial, they will submit a request for TYPE 2 activation.



[https://es-one-stop-shop.custhelp.com/app/forms/trim\\_activation\\_type\\_2](https://es-one-stop-shop.custhelp.com/app/forms/trim_activation_type_2)

Equally, if you identify in yourself or a colleague that a TRiM intervention may be appropriate, it is recommended that you discuss this with your line manager in the first instance, or contact the Wellbeing Manager for further support and guidance.

See appendix 5 – Type 2 TRiM guidelines

## 9.0 ACTION TIMESCALES

The timescales for TRiM activation and intervention are set out within the table below.

The TRiM inbox will be monitored Monday – Friday 8am – 5pm (excluding Bank Holidays). Dependent upon the scale of the incident, the TRiM Lead, TRiM Co-ordinator or TRiM Managers can be contacted for support.

See the TRiM section on the Wellbeing Portal for the rota of support <https://es-one-stop-shop.custhelp.com/app/support/wellbeing/home>

<p><b>0 – 24 hours</b></p> <p><b>Site management strategies</b></p>	<p>Immediately post-incident, the manager / FIM should complete a debrief (appendix 3) to all involved in an event/incident and should conduct a welfare check.</p> <p>A Wellbeing Support following Incidents Leaflet should be distributed at the time.</p> <p>Managers should consider a TRiM intervention if the criteria has been met. To initiate TRiM managers should:</p> <ol style="list-style-type: none"> <li>1. Complete the TRiM activation form</li> <li>2. Make the following information available:             <ol style="list-style-type: none"> <li><i>i. details of the event</i></li> <li><i>ii. details of shift pattern for the next week</i></li> <li><i>iii. name, rank and force number of personnel involved (including support staff)</i></li> </ol> </li> </ol>
<p><b>24 – 72 hours</b></p> <p><b>Planning Phase</b></p>	<p>If the criteria for TRiM has been met the TRiM activation form will be assessed and actioned.</p> <p>Once received and confirmed for TRiM the contacts will be responded to via the CX Portal to confirm actions / next steps.</p> <p>The TRiM Manager will co-ordinate and attend a planning meeting with TRiM referrer and appropriate Line Managers and a Trauma Incident Briefing (TIB) will be arranged.</p>

<p><b>72 hours + Intervention phase</b></p>	<p>The TRiM Practitioner / Manager:</p> <ul style="list-style-type: none"> <li>• conducts a TIB as above for all those involved,</li> <li>• conducts risk assessments with individuals or groups as discussed during planning phase,</li> <li>• refers individuals considered to be at risk to the Occupational Health Department for advice/guidance/treatment arrange a follow-up meetings in one month and if required, three months following the initial assessment.</li> </ul> <p>Managers/supervisors should:</p> <ul style="list-style-type: none"> <li>• monitor staff for delayed stress reactions,</li> <li>• encourage staff to contact the EAP if needed,</li> <li>• make a referral to the Occupational Health Department if appropriate,</li> <li>• ensure staff who have attended the initial assessment make themselves available for the follow-up assessment.</li> </ul>
<p><b>28 days and 3 months Follow-up</b></p>	<p>Any follow up sessions will take place and any actions from these sessions will be managed by the TRiM Team. These will usually be arranged after 28 days, and if necessary, a further session will be arranged at the 3 month point.</p> <p>At any point of the process and following a TRiM assessment an individual may be fast track referred into Occupational Health through the OH TRiM referral form.</p> <p>Managers/supervisors should continue to monitor, support and/or refer if necessary.</p>

## 10.0 TRIM SESSIONS – WHAT IS INVOLVED?

At a **Trauma Incident Briefing (TIB)**, a short presentation will be given which will include an operational update from the Senior Manager running the incident. The TIB will include an emotional debrief which will help you and your colleagues to understand your reaction to the incident or event.

If you have been assessed during the Planning Meeting as requiring a **TRiM Assessment**, this will be arranged with a TRiM Practitioner. A TRiM Assessment can be carried out either as a one to one session or if during the planning meeting there is a clear group of people who have had the same exposure during the incident it would be deemed more beneficial to complete a group session.

During the TRiM Assessment you will be able to discuss what happened and how you are feeling now. The TRiM Team Member will take notes and use these notes to make an assessment on how you have been impacted by what happened. This assessment also allows us to guide you on the support that may be beneficial.



## 11.0 CONFIDENTIALITY

During the TRiM process all detail about your personal perception of the incident is confidential and will be treated with sensitivity.

TRiM is a confidential process and therefore details disclosed by yourself or colleagues during the process will not be discussed or disclosed with the exception of any of the below criteria being identified by or disclosed to the TRiM trained team member:

- You may cause harm to yourself;
- You may cause harm to others;
- You are or have been involved in criminal activity;
- You are or have been involved in a disciplinary matter;
- There may be a risk if you continue to be exposed to similar trauma in their role.

In the case of the above the TRiM trained team member would follow the guidance set out in the process and highlight the concerns to the Line Manager to ensure appropriate actions are taken.

The following records will be kept:

- details of the incident,
- dates of TRiM briefing,
- names of those attended and/or not attended,
- names, dates and scores of TRiM assessments offered and attended.

Records relating to TRiM will be stored securely on a restricted shared drive, and access will be restricted to those with a responsibility for managing, or recording TRiM intervention.

## 16.0 OTHER WELFARE SUPPORT AVAILABLE

West Midlands Police recognises that it is not only large incidents or events that can have an impact on your Wellbeing. It is important that we have a number of options available to you to enable you to access the best support to meet your needs.

Below are a number of options that support you either following an event where TRiM intervention is not deemed as required or when where is general support required.

- 24/7 EAP – Self referral to the force EAP service. All counsellors supporting the service have trauma training and can give advice, support and signposting as required. If you need support for any reason (work or personal) please call 0808 168 2143 or go to [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk) [REDACTED]
- Watchful Waiting - NICE suggests that for the first month after an incident, a policy of watchful waiting should be employed; that means keeping a watchful eye on individuals who have been exposed to the traumatic event. This does not just mean those who were 'there' but also those who might feel responsible such as those who might have been on a radio line or those who had to help with the aftermath. A watchful waiting request form (available via the wellbeing portal) must be completed for all those who have attended an event which is not supported by TRiM. Psychological screening questionnaires are sent out from OH for the you to complete



and all completed forms are assessed and relevant action is taken by the Employee Support Team

- Line Manager support – Your Line Manager can offer you some practical and emotional support and guidance.
- Line Manager Occupational Health referral – Referrals in Occ Health via the wellbeing portal. The referral needs to come from your Line Manager (or another Line Manager if needed).
- Force Chaplaincy Service – We have over 90 chaplaincy team members across the force. Our chaplains are based at local stations and are available for all colleagues whatever your faith.

## 17.0 APPENDICES

Appendix 1                      TRiM Process



TRiM Process.docx

Appendix 2                      TRiM Decision Making Matrix



TRiM Decision  
Making Matrix.docx

Appendix 3                      Manager De-brief script



Managers de-brief  
Script.docx

Appendix 4                      TRiM in Practice



TRiM in  
Practice.docx

Appendix 5                      Type 2 TRiM Guidelines



Type 2 TRiM  
guidelines and proc

Appendix 6                      The TRiM Team



APPENDIX 6 TRiM  
TEAM.docx