



Relationships are key:

Trauma-Informed approaches in homelessness services

Who we are

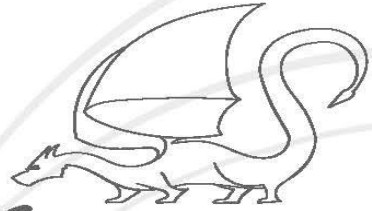


Our Vision is of a Wales where people stand together to provide hope, support and solutions to end homelessness.

As Wales leading homelessness charity, we provide accommodation and support to help the most vulnerable people in society live **happier, safer and more interdependent lives.**

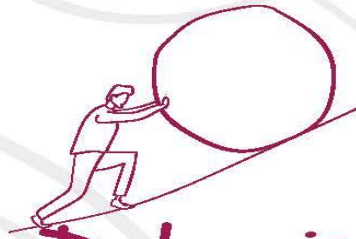
Our Values

At The Wallich We Are:



Courageous

We speak truth to power, we challenge ourselves and each other. We fearlessly pioneer new initiatives. We and our service users have the courage to drive change.



Determined

We will not stop. We will continue to strive to make big changes, not only for our charity but for the people we support. We will not lose passion or focus, even when it's hard.



Authentic

We are genuine in our intentions, working on the front line with the people who need us. We walk the path alongside people and use peer experience to inform everything we do.



Compassionate

At all times – always. No matter how many times someone comes to us for help, we will listen, be empathetic and greet them with kindness.



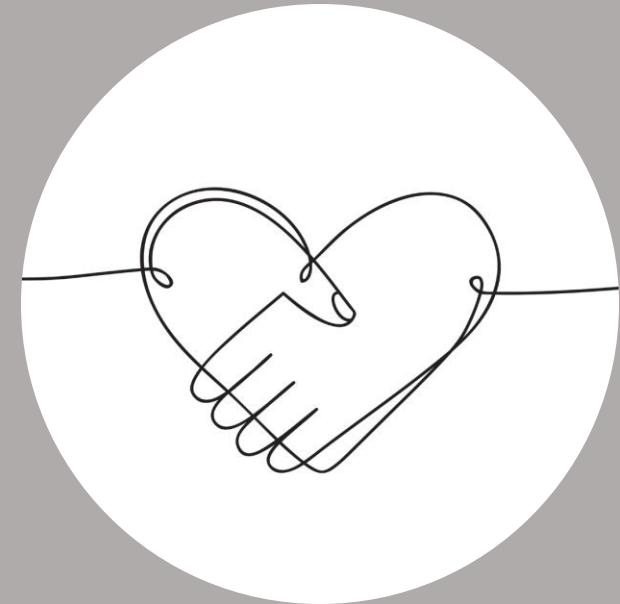
Community

Everybody deserves to belong somewhere. As a team we are family and we embrace partnership. We strive for inclusion and acceptance of those affected by homelessness.

**Getting people
off the streets**



**Creating
opportunities**



**Keeping people
off the streets**



Currently, we have
more than **100**
projects and work in
21 of the **22** local
authorities in Wales

We supported more than
7,000 people last year



Our service users

- ACEs
- Trauma
- Behaviour that challenges
- Multiple disadvantage
- Social exclusion

85% of those people in touch with criminal justice, substance misuse and homelessness services experienced some form of traumatic event, or series of traumatic events, in childhood.

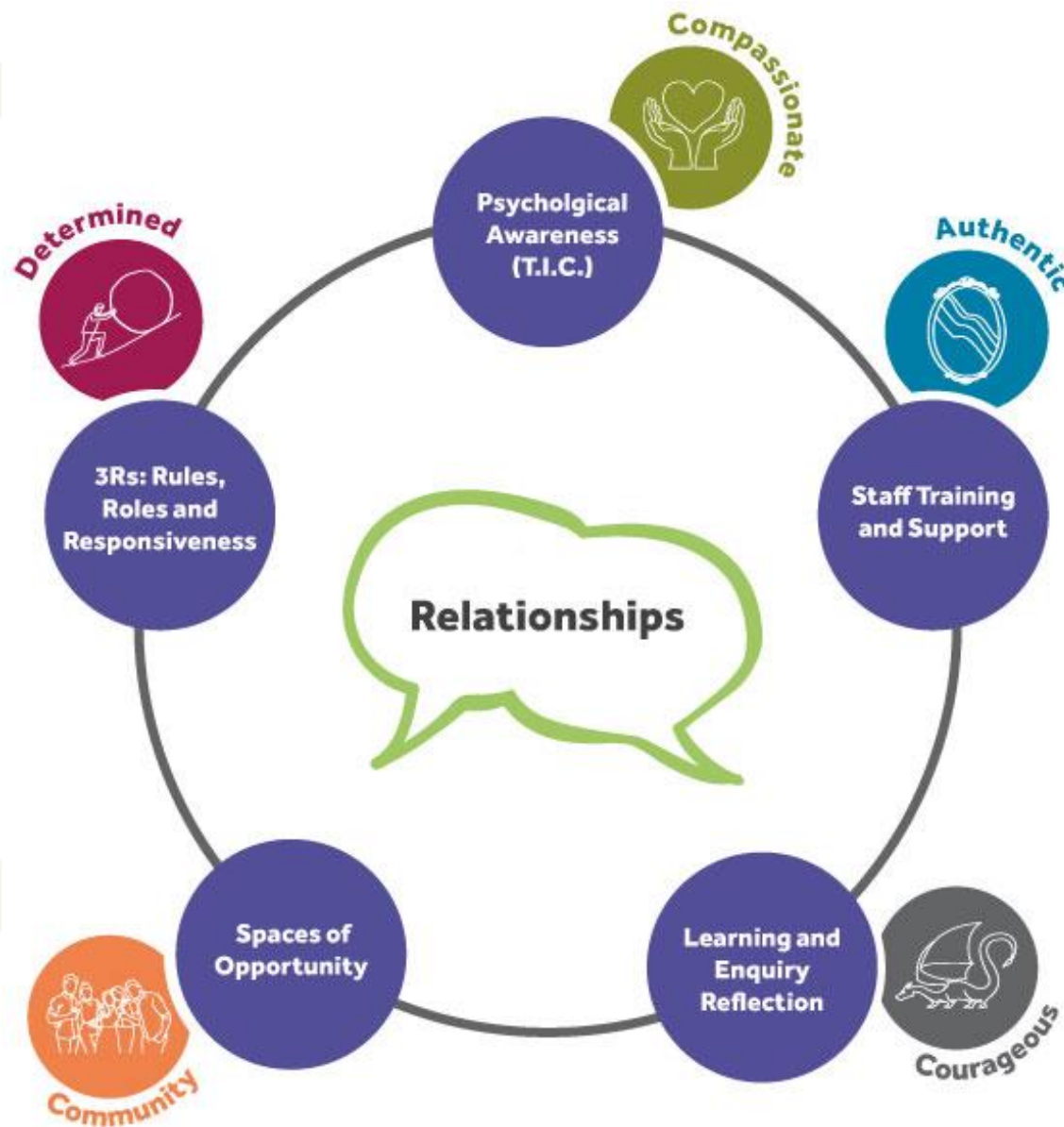


PIE at The Wallich

What you need to know

PIE can seem difficult and complicated to understand, but at The Wallich we believe it is actually quite simple:

“Following a PIE approach means living our values and putting relationships at the heart of everything we do, having some understanding to guide our work and remembering to reflect and learn from our experiences.”





Relationships



Three areas of focus

- **Service Users**
- **Staff support**
- **Organisation**

Service Users

- Induction and training updated
- Safety assessments and safety plans
- Promoting positive behaviour procedure
- Drug policies updated
- PIE Operations Team
- Reflections Network

Staff Support

- Reflective Practice
- People and Talent
- Thriving in My Role
- Wellbeing focused 1-to-1s
- Welcome Back Meeting
- CCIA follow-up procedure

Organisation

- **Communications**
- **Language**
- **Document control procedure**
- **Shadow board**
- **Recruitment**
- **Executive Team training**
- **PIE & TI sessions for Board**

Current challenges

- Higher demand
- Increasing complexity
- Fewer resources

How do these challenges affect our ongoing trauma-informed journey?



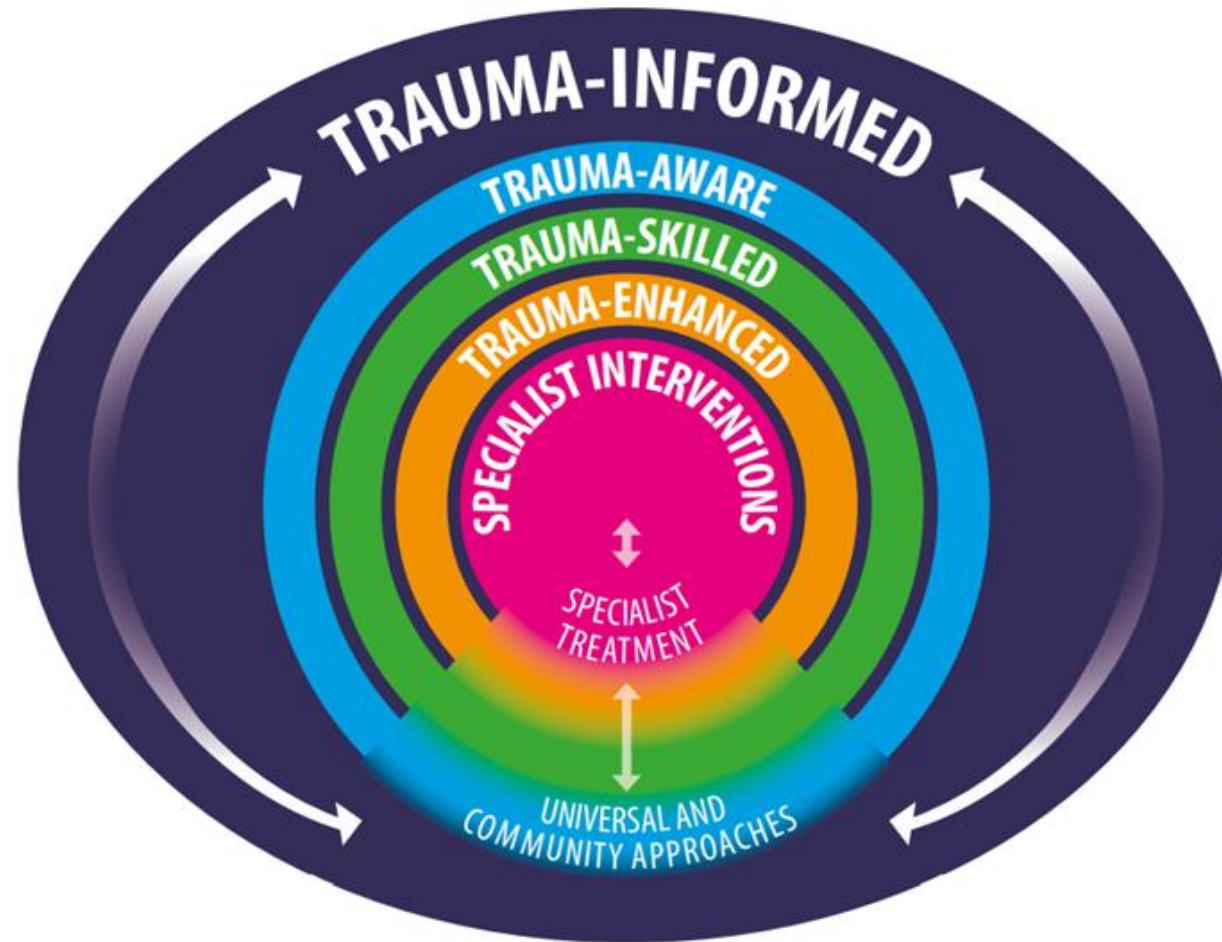
Relationships

- **Compassionate**
- **Understanding & empathic**
- **Build safety & trust**
- **Consistent & persistent**
- **Flexible**
- **Non-judgmental & inclusive**
- **Open, honest, & respectful**
- **Friendly but professional**

Trauma-Informed Wales Framework



Practice Levels



THE 5 PRACTICE PRINCIPLES

A universal approach that does no harm, proactively supports and encompasses community-led approaches, prevention initiatives and specialist therapies to enable transformation within systems.



Person centred: the person is always at the centre of a trauma-informed approach. It takes a co-productive, collaborative cross-sector approach to identifying, understanding and supporting the person's needs. It promotes psychological and physical safety by promoting choice, collaboration and transparency.



Relationship-focused: safe, supportive, empathic, compassionate and trusting relationships are central to a trauma-informed approach.



Resilience and strengths-focused: a trauma-informed approach builds on the natural resilience of individuals, families and communities.



Inclusive: a trauma-informed approach recognises the impact of diversity, discrimination and racism. It understands the impact of cultural, historic and gender inequalities and is inclusive of everyone in society.



Trauma-Informed Systems

- Partnership working
- Holistic not silo working
- Safety and trust
- Understanding
- Person-led not system led
- Trauma-Informed funding
- Outcomes and measures that matter



Relationships



**How can you help
us get there?**

Our asks of you

- Relationships are key
- Understand being TI for you
- Reduce stigma
- NICE guideline [NG214]
- Aneemo free training
- Visit us and support our work



Relationships



Thank you