



Response Date: 25/03/2026

2026/318 - Trauma-informed and empathy-based approaches

In response to your recent request for information regarding;

I would be grateful if you could provide the following information in relation to training provided to police officers within your force.

1. Trauma-Informed Training

a) Does your force provide training relating to trauma-informed practice or trauma awareness for police officers? Yes

b) If yes, please provide:

The name of the training programme

Whether it is delivered internally or by an external provider

The duration of the training and frequency of refreshers

Whether the training is mandatory or optional

Trauma informed practice is addressed our Initial training programme. in Stop and Search lesson, Trauma is addressed in the Trauma lesson in the wellbeing input, Communications lesson, Vulnerability lesson, DA Matters, Witnesses and Victims, ACES E-Learning, RASSO, Peace witness. The training is mandatory. It is embedded in multiple lessons throughout the 22 week initial training therefore I cannot say what the duration of training is. Delivered by a mix of internal and external

2. Training on Empathy or Communication with Vulnerable Individuals

a) Does your force provide training specifically focused on empathy, communication, or engagement with vulnerable individuals (for example victims of trauma, mental health crisis, or individuals with adverse childhood experiences)? Yes

b) If yes, please provide:

The name of the training programme - Initial training programme

The duration of the training and refresher courses - cannot say as it is embedded in multiple lessons

Whether it is mandatory or optional - mandatory

Code of ethics, communication, vulnerability, witness and victims, CID16 and voice of child, ACEs, DA matters, mental health, child abuse modules, RASSO, DA matters.

3. Initial Police Officer Training

a) Is trauma-informed practice included within initial police officer training for new recruits? - yes

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

b) If so, please provide a brief description of how this is delivered (e.g. lectures, scenario-based training, online learning).

Classroom based learning

4. Specialist Training

Does your force provide any specialist trauma-informed training for particular roles (for example safeguarding officers, domestic abuse investigators, or neighbourhood policing teams)?

If yes, please provide brief details.

FLO (Family liaison officer)

ABE (Achieving best evidence)

SCAIDP (Specialist child abuse investigation development programme)

SSAIDP (Serious sexual assault investigators development programme)

RASSO (Rape and serious sexual offences)

5. Training hours

a) Approximately how many hours of training related to trauma, ACE's, neurodiversity, vulnerability are provided during initial police training within your force?

b) Approximately how many hours of training related to empathy, communication and engagement with vulnerable individuals are provided during initial police training within your force?

This is impossible to quantify as it comes up in various different lessons

c) if available, please provide a breakdown of training hours, dedicated to the following areas within initial police training and throughout policing career:

Vulnerability/safeguarding

Mental health and neurodiversity awareness

Trauma informed practice

Communication and empathy

Not applicable

6. Training Materials or Guidance

If available, please provide any publicly shareable guidance documents, policy documents, or training outlines relating to trauma-informed policing or empathy-based approaches.

We do not have specific trauma training it is embedded in multiple lessons.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 24/03/2026