



**HEDDLU**  
**GOGLEDD CYMRU**  
**NORTH WALES**  
**POLICE**

Response Date: 30/06/2026

**2026/627 - Trauma-informed practice training**

In response to your recent request for information regarding;

**Does your force currently provide specific trauma-informed practice training to police officers and/or police staff?**

**If yes, please provide:**

- \* **The name of the training programme.**
- \* **Whether the training is provided to police officers, police staff, or both.**
- \* **Whether the training is mandatory or voluntary.**
- \* **The duration of the training (hours or days).**
- \* **Whether the training is delivered internally or by an external provider.**
- \* **Whether refresher training is provided and, if so, how frequently.**

**If your force does not provide specific trauma-informed practice training, please confirm this.**

Please see attached previous response 381/26 in relation to Officers.  
Below are the same responses for PCSOs who are Police Staff

**1. Trauma-Informed Training**

**a) Does your force provide training relating to trauma-informed practice or trauma awareness for PCSO's? 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 is addressed in the Trauma lesson in the wellbeing input

Communications lesson

Vulnerability lesson

Witnesses and Victims

ACES E-Learning

The training is mandatory. It is embedded in multiple lessons throughout the 8 weeks initial training therefore I cannot say what the duration of training is.

**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

Pencadlys yr Heddlu,  
Glan-y-Don, Bae Colwyn LL29 8AW  
[www.heddlugogleddcymru.police.uk](http://www.heddlugogleddcymru.police.uk)

Police Headquarters,  
Glan-y-Don, Colwyn Bay LL29 8AW  
[www.northwales.police.uk](http://www.northwales.police.uk)

**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

Mental health

Child abuse modules

**3. PCSO's**

**a) Is trauma-informed practice included within initial PCSO's for new recruits?**

**Yes**

**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. 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?**

We do not record this information.

**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 materials as it is embedded in multiple lessons.

**Does your force currently provide specific trauma-informed practice training to supervisors, leaders or line managers?**

\* **The name of the training programme:** First Line Leadership Programme

\* **Which supervisory ranks or leadership roles receive the training** - PCs/ Staff Equivalent/ PCSOs/ Special Constables/ Police Staff Volunteers/ Current First Line Leaders (Sgt and Staff equivalent).

- \* **Whether the training is mandatory or voluntary** - Mandatory for PCs that have passed their Sgt exam. CPD for all others.
- \* **The duration of the training (hours or days)** - 2 hours (Well-being and resilience input)
- \* **Whether the training is delivered internally or by an external provider** - internally (wellbeing lead)
- \* **Whether refresher training is provided and, if so, how frequently.** - Not currently.

**If your force does not provide specific trauma-informed practice training to supervisors, leaders or line managers, please confirm this.**

**Does your force provide any trauma-informed guidance, framework, policy or strategy that specifically supports supervisors in recognising and responding to the impact of trauma, stress or wellbeing concerns amongst officers and staff?**

**If yes, please provide details or a copy where available.**

N/A

**If you are unable to provide a full response to all aspects of this request, I would be grateful for any information available regarding trauma-informed training, guidance, policies, frameworks or initiatives provided to supervisors or leaders that support officer wellbeing, recognition of trauma exposure, and trauma-informed engagement with the public, as these areas form a key part of the research.**

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST  
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 17/06/2026



**HEDDLU**  
**GOGLEDD CYMRU**  
**NORTH WALES**  
**POLICE**

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