

one small thing

Working with Trauma Quality Mark

Case Study: Changing Tunes

Bronze Award: Trauma Informed

November 2022

About Changing Tunes

Changing Tunes aim to support people with lived experience of prison to lead a life free of crime. They work in prison and out of prison, using the power of music to engage prisoners and ex-prisoners to achieve a range of positive outcomes including improved confidence and self-esteem to support desistance from crime. Changing Tunes employ musicians in residence who work long term with people in prisons and beyond, including in the youth estate. Changing Tunes are based in Bristol, working in all the prisons within the South West, South Wales, the Midlands, Hampshire and the Isle of Wight.

A trauma informed approach

After working through the self-analysis/assessment that the Quality Mark led the organisation through, Changing Tunes realised what trauma informed working meant to them as an organisation. This included equipping the whole staff team with a greater understanding of why they work from particular policies or approaches, and understanding that this is informed by the knowledge that the people they work with have trauma histories.

What David Jones likes about trauma informed working is that it takes a whole organisational approach “It is as much about our client group as it is about our staff themselves as we recognise that we bring our own trauma histories into the work, and this is a very present element. It is something the whole organisation can get behind.”

The organisation began the **Working with Trauma Quality Mark** on 03 May 2022 and achieved the Bronze Award on 30 11 2022. David Jones, Chief Executive, led the team through the award and was the main point of contact throughout.

Changing Tunes Quality Mark journey

Changing Tunes set up a steering group to undertake the Quality Mark with staff members from all teams and levels of the organisation. They found this to be a really helpful approach, by having members of the steering group act as Trauma Informed champions at all levels, who encourage and challenge them to think from a trauma informed lens. “It would be naïve to work in any other way. Trauma is so present within the prison population.” – David Jones, Chief Executive.

Changing Tunes mentioned that the timescales were challenging; they wanted to work from a whole organisational approach to the subject but the timescales meant that sometimes they had to switch focus to achieve the award.

Benefits that Changing Tunes have seen from completing the Quality Mark

- A better understanding of why Changing Tunes are doing what they are doing.

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- A clearer commitment to 'do no harm' and an awareness of the power dynamic and how this can play out.
- Adds value to the work of Changing Tunes with an external accreditation.
- Thinking about all parts of the job from the staff point of view not just always from the participants.

Organisational learning from the experience

Changing Tunes have found the value of working through the Quality Mark has been that it provided an opportunity to step back and look at things from a whole organisational approach. They found that one of the big realisations was the disparity in the way in which some staff members were working. Changing Tunes now ensure consistency and trust in the relationships they have with the people they support in prison.

Recommendation going forward

Changing Tunes would strongly recommend other organisations to complete the Quality Mark. They recommend that organisations make a start on working towards the process six months ahead of beginning the Quality Mark.

David Jones, Chief Executive: "We are on a journey, we started and finished the Quality Mark accreditation but the steering group is still meeting, finding areas we want to push into and coming up with action plans."

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CHANGING TUNES