

**Reference:** FOI.ICB-2526/363

**Subject:** Training on Communicating with Neurodivergent Adults and Children

*I can confirm that the ICB does hold the information requested; please see responses below:*

QUESTION	RESPONSE
<p>A list or summary of all staff training courses, programmes or modules that cover:</p> <ul style="list-style-type: none"> <li>• communicating with autistic and/or ADHD adults;</li> <li>• communicating with autistic and/or ADHD children and young people;</li> <li>• making reasonable adjustments in communication for neurodivergent service users and parents;</li> <li>• trauma-informed communication or practice in neurodivergent or trauma-affected populations.</li> </ul> <p>For each training course/module identified, please state:</p> <ol style="list-style-type: none"> <li>i. The title of the training.</li> <li>ii. A brief description of its content.</li> <li>iii. The dates or period during which it has been delivered.</li> <li>iv. Whether it is mandatory or optional.</li> <li>v. Whether it is delivered as continuing professional development (CPD), and if so, whether it is accredited CPD.</li> </ol>	<p><b>1. Oliver McGowan Training</b></p> <ol style="list-style-type: none"> <li>i. Oliver McGowan Mandatory Training on Learning Disability and Autism</li> <li>ii. Oliver McGowan Mandatory Training covers key knowledge and skills that health and social care staff need to support autistic people and people with a learning disability.</li> </ol> <p>Tier 1 gives staff a broad awareness of autism and learning disability, including communication needs, reasonable adjustments, legal duties under the Health and Care Act 2022, and practical ways to make services safer and more accessible. It starts with e-learning that takes around 90 minutes and introduces core concepts in an easy-to-understand way.</p> <p>Tier 2 is for staff who provide direct care and includes the same e-learning, followed by an in-person session co-delivered with experts by experience (as is Tier 1). The face-to-face element explores real-life scenarios, diagnostic overshadowing, understanding behaviour, the importance of</p>

<ul style="list-style-type: none"> <li>vi. The staff groups for whom it is mandatory (e.g. paediatrics, complaints/FOI staff, customer services, ICB commissioning staff).</li> <li>vii. Whether the training is available to all staff (clinical and non-clinical) or is restricted to particular professional groups (for example, only medical staff or only clinicians).</li> </ul>	<p>listening to families and carers, rights and consent, and how to provide personalised, compassionate care. Together, both tiers ensure staff understand the experiences of autistic people and people with a learning disability, and know how to apply this in everyday practice.</p> <ul style="list-style-type: none"> <li>iii. Tier 2 (patient / client facing staff) – delivered to ICB staff from October 2023 – present.</li> </ul> <p>Tier 1 (non-patient / non client facing staff) – delivered to ICB staff from May 2024 – present.</p> <ul style="list-style-type: none"> <li>iv. This training is mandatory for all ICB staff.</li> <li>v. This training is delivered as statutory / mandatory training, and therefore is not CPD accredited</li> <li>vi. This training is mandatory for all ICB staff</li> <li>vii. This training is available and mandatory for all ICB staff</li> </ul> <p><b>2. Introduction to Trauma-Informed Practice</b></p> <ul style="list-style-type: none"> <li>i. Introduction to Trauma-Informed Practice</li> <li>ii. This training has been co-designed and co-produced by people with lived experience and staff from within organisations across BNSSG (Bristol, North Somerset and South Gloucestershire) as a resource to increase understanding and knowledge of trauma and adversity, how trauma may affect us, what it means to be trauma-informed and how this applies in practice.</li> </ul>
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	<ul style="list-style-type: none"> <li>iii. Launched on 1 October 2025</li> <li>iv. This training is mandatory for all ICB staff</li> <li>v. This training is delivered as statutory / mandatory training, and therefore is not CPD accredited</li> <li>vi. This training is mandatory for all ICB staff</li> <li>vii. This training is available and mandatory for all ICB staff</li> </ul>
<p>Copies of any current policies, guidance, template letters, scripts, standard operating procedures, toolkits or other written materials that set out how staff are expected to:</p> <ul style="list-style-type: none"> <li>i. communicate with autistic and/or ADHD adults and children;</li> <li>ii. communicate with children and adults who have experienced trauma, or where a “trauma-informed” approach is required;</li> <li>iii. make reasonable adjustments in written and verbal communication for neurodivergent service users and parents (including adjustments for ADHD, ASD and co-occurring trauma).</li> </ul>	<p>Please refer to the reasonable adjustment flag guidance that all organisations who are patient facing are required to have: <a href="#">Reasonable Adjustment Flag - NHS England Digital</a></p> <p>Also, the accessible information standard, also for all organisations: <a href="#">NHS England » Accessible Information Standard – requirements (DAPB1605)</a>. This makes sure everyone can access and understand information about NHS and adult social care services and receive the communication support they need to use those services.</p>

***The information provided in this response is accurate as of 9 February 2026 and has been approved for release by Jo Hicks, Chief People Officer and Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***