




DHR Action Plan

Recommendation		Scope Local / National	Lead Agency	Action(s) to be undertaken to implement recommendation	Target Date	Supporting Evidence	Expected Outcome
1	Information sharing via DASH risk assessments.	Local	SCC Children's Services	Reviewing Social Worker to confirm with Police colleagues if a DASH has been completed and request a copy if so.	Ongoing – CSPA regularly review each request for support	<p>CSPA's audits have evidenced personalised initial management directions, which ensures due attention is given to each risk category. Furthermore, upon receipt of a referral pertaining to domestic abuse from another avenue ie through self-referral, health, education and there is no DASH completed; a qualified SW is completing the DASH with the victim parent-please see ICS2561594) as a recent example. Whilst our priority is the child/ren; we remain mindful that we have a dual responsibility to also safeguard a vulnerable adult and dependent on the information available; within a measured manner, we complete safety planning, onward referrals for allocation for domestic abuse support worker and/or make reports to the police if we have information available that a crime has been committed/likely to be committed.</p> <p>Our audit activity is also highlighting that we are liaising with the right professionals through agency checks as such we target our information requests to education, health for the purposes of collating information to make safe and proportionate decisions but to also ensure other agencies working with the family for the purposes of safeguarding.</p>	Further information regarding the incident, the parent's relationship and impact upon the child will lead to more informed analysis and decision making. Children and families receive the right support at the right time.
2	Communication with parents following domestic incidents.	Local	SCC Children's Services	Consideration is given to whether it is proportionate to speak to parents following a domestic incident. Decision making as to whether this is appropriate should be	Ongoing	<p>Within CSPA we consistently make efforts to speak to the victim parent on each referral. Each attempt is recorded with date/time of the call.</p> <p>We ensure that the victim is alone and can speak freely to ensure their</p>	A review of the LCS contact records and the presenting information within the referral determine whether direct contact with parents is proportionate. This evidences good social work judgement and professional curiosity.



				explicit within the LCS contact record.		<p>safety is not compromised. When language is a barrier, we ensure to use interpreters on each occasion.</p> <p>We speak to perpetrators if it is safe to do so and does not compromise the safety of the child/ren or victim parent.</p> <p>We undertake an incremental approach to each referral and in the eventuality we cannot speak to the victim parent, we override parental consent and proceed with agency checks with education,(if school aged children), police, health especially when there is an indication that there is a 0-pre-school child within the household and/or other vulnerabilities such as a dual risk eg, poor mental health etc. We then use the presenting referral as well as the information gathered during CSPA screening to reach a proportionate outcome.</p>	
3	Correspondence with parents following domestic incidents.	Local	SCC Children's Services	Individual letters to be sent by the Social Worker to each parent following domestic incidents rather than one shared letter, upon closure/ signposting to support services.	Completed	<p>Each victim parent receives a letter highlighting the decision made. We take a measured approach regarding sending outcome letters to perpetrators of domestic abuse as this could increase risk to the victim parent. When both parents have been spoken to; both parents receive individual outcome letters. Our domestic abuse letters have relevant signposting for support services which parents can access.</p> <p>Our practice will continue to be strengthened within this area as we wish to personalise our domestic abuse outcome letters to include the safety plans/safe exit agreed with the victim parent.</p>	Parents are individually and directly informed about decisions made for them and their family by Children's Services, and signposted to support services should they need. They do not have to rely on their partner or spouse sharing the information. Parents are individually respected and empowered to access specialist support services should they need.

4	The GDST should continue to remind staff of the internal and external sources of advice and support that are available, including confidential counselling by an external provider under the GDST's employee assistance programme.	Local	Girls Day School Trust (GDST) Croydon High School	As described in recommendation.	Completed.	<p>Phone numbers and website of CHS Employee Assistance Programme are (and have been before Feb 2023) in the communal and toilet areas for colleagues. Following the deaths, the charity Solace gave a presentation to the 6th form on Domestic Abuse, the contents of which was then relayed to staff in March 2023.</p> <p>At the end of each term (ie before a holiday period) pupils and staff have reminders of external support services available. For staff this includes the EAP.</p>	All staff are aware of the arrangements that enable them to access discreet advice, information, support and counselling via the employee assistance programme.
5	Change staff accommodation policy	Local	Epsom College	Add in clear expectations regarding weapons and gun licenses while occupying staff accommodation.	Completed.	<p>Policy available as evidence.</p>  <p>Staff Accommodation Policy Jan 24 (EP).pdf</p>	All staff have signed a new occupancy agreement and have read the new staff accommodation policy. Reassurance that any weapons on site are locked in the armoury. Knowledge of all staff who carry a gun license. Clear guidelines for all incoming staff on expectations for living in College accommodation.
6	Ensure practice of DASH RIC completion for all new clients accessing the service is reviewed and embedded.	Local	ESDAS	<ul style="list-style-type: none"> • Dip sampling of OASIS records to see if DASH RICs are being routinely completed and recorded • Check with sample of staff their understanding of DASH process, when and how to complete etc. • Review evidence from above with existing policy for compliance and assess any need to renew policy or raise awareness within staff team. 	By end of September 2023	<p>Completed random dip sample on 11th September 2023. This identified a need for a written protocol to improve consistency and understanding amongst the team. Dip sampling of cases and checking for DASH risk assessments is done every month with a line manager during case management.</p> <p>DASH protocol has been developed in consultation with staff and last formal discussion was on 27th March 2024 during outreach team meeting.</p> <p>An audit has been done on staff training records and refresher training has been organised for those that last had training over a year ago. This will be completed by June 2024.</p>	Every client accessing support has opportunity to complete a DASH RIC with member of staff and outcome recorded on OASIS. A better understanding of each client's risk level and thus increased ability to support and safeguard as a single agency or through multi-agency working. Ultimately leading to increased safety and reduction in harm caused / experienced.

						 DASH protocol draft 2023 (002).doc  MARAC protocol draft_.docx	
7	For First Community Health to implement a Domestic Abuse Policy	Local	First Community Health Care (FCHC)	For Domestic Abuse Policy to be written and approved by Executive Lead for Safeguarding and Quality Committee.	Feb 2024	Domestic Abuse Policy	Policy is agreed Policy is available for staff to access.
8	For the First Community Record Keeping Policy and Adult and Children Safeguarding Policy to be updated to reflect a Think Family Approach to documentation.	Local	First Community Health Care (FCHC)	Record Keeping Policy to be updated with agreed Think Family statement to documentation. Adult and Children Safeguarding Policy to be updated with agreed Think Family statement to documentation.	March 2024	Safeguarding Adult and Children Policy. Record Keeping Policy	Policies will clearly outline responsibilities for record keeping with Think Family approach.
9	All frontline practitioners to complete mandatory level DA training in line with training strategy framework	Local	First Community Health Care (FCHC)	For Domestic Abuse Training to be delivered monthly by Adult and Children Safeguarding Team monthly. For domestic abuse training compliance to be monitored bi-monthly via Safeguarding Adult and Childrens Meeting.	March 2024	Training compliance report	For staff to be compliant in Domestic Abuse training.
10	For First Community Routine Enquiry Standard Operating Procedure (SOP) to include facial injuries as an indicator of abuse.	Local	First Community Health Care (FCHC)	For the Routine Enquiry SOP to be updated to include facial injuries.	October 2023	Routine Enquiry Standard Operating Procedure	SOP is amended and agreed. SOP available for staff to use.
11	Clinical staff working in general practice are aware of the importance of DA enquiries in all patients presenting with emotional and mental health issues.	Local	Designated GP for Safeguarding	Learning from this DHR is shared with all Surrey GP practices.	June 2024	Feedback through training webinar (5th June 2024) and safeguarding supervision.	Clinicians feel confident and competent in enquiring about DA in this context.

12	Surrey GPs are confident in their role and responsibilities in the firearms licensing process.	Local	Designated GP for Safeguarding	BMA 2022 guidance on firearms licensing is circulated to all Surrey GPs practices with covering information pertaining to this case (specifically highlighting when an individual's medical record is limited/potentially incomplete)	June 2024	Feedback through training webinar (5th June 2024) and safeguarding supervision.	Awareness of this guidance is raised, along with the need for professional caution in these circumstances.
13	Relevant learning from other regional statutory reviews is considered in relation to the use of private GPs.	Local	Designated GP for Safeguarding	Discussions to take place with the regional safeguarding lead for NHS England (south-east) regarding previous reviews.	November 2023	Issue raised with NHSE regional safeguarding lead and escalated nationally. GMC advice is that NHS and private doctors are covered by their two guidance documents Using and disclosing patient information for direct care - professional standards - GMC (gmc-uk.org) and Disclosing patients' personal information: a framework - professional standards - GMC (gmc-uk.org) Patient has the right to decide whether or not their information is shared with other professionals (including NHS GP) and this can only be over-ridden for the usual safeguarding/public interest reasons.	Increased awareness of the issues raised when individuals access private GP services. Previous learning to be incorporated into this review as appropriate.
14	Share with the relevant teams, the DHR process and the involvement of Shirley Oaks Hospital in this review.	Local	Shirley Oaks Hospital	Director of Clinical Services to share information with the relevant teams.	Completed 16/01/2024	Safeguarding supervision at departmental meetings and Regional DCS meeting. Learnings from the DHR process shared at Clinical Governance.	Increased learning and awareness regarding safeguarding. Increased learning and awareness of the DHR process.
15	Work with relevant agencies and other strategic partnerships to examine methods for reaching into local communities that encourage adults (particularly adult males) to seek support about emotional or mental health worries or any mental distress they may be troubled by.	Local	Epsom & Ewell Community Safety Partnership	CSP has identified local charity " We Power On " and begun to explore collaboration. Actions are a) invite them to meet with the CSP to explore options for strengthening strategic partnership and b) deliver high level	Part A by end of December 2024 with a view to delivering part B of the action by July 2025.	Minutes of CSP executive. Agreed outcomes arising from agreed joint actions. Copies of promotional material	Increase in attendance at men events organised by We Power On.

				outcomes supported by identified funding.			
16	The Home Office guidance Firearms Licensing: Statutory Guidance for Chief Officers of Police, February 2023, should be strengthened to include the need for applicants to declare the use of private GPs or medical consultants, and the use of on-line medication prescribing services. The strengthened guidance should then translate to Police authorities amending their application/renewal forms.	National	The Home Office	<i>We welcome the recommendations and will consider them when revising the statutory guidance later this year. We will test them, and other suggested changes, with stakeholders and whether they will strengthen the statutory guidance and provide effective checks in support of public safety.</i>	December 2024		
17	The Home Office guidance Firearms Licensing: Statutory Guidance for Chief Officers of Police, February 2023, should be strengthened to specifically ask applicants to declare the number of units of alcohol they consume per week (with accompanying guidance that assists the application – see, for example the NHS website: NHS Alcohol units). Where information is either provided by the applicant, or by the GP, which indicates high usage, the licensing Police authority should examine this further to assist their decision making.	National	The Home Office	<i>We welcome the recommendations and will consider them when revising the statutory guidance later this year. We will test them, and other suggested changes, with stakeholders and whether they will strengthen the statutory guidance and provide effective checks in support of public safety.</i>	December 2024		
18	The Home Office guidance Firearms Licensing: Statutory Guidance for Chief Officers of Police, February 2023, should be strengthened to allow licensing Police authorities the option, based on the particular circumstances of the applicant, the option to seek the views of other adult members of the applicant's household about the licence application, the holding of weapons in the home, any relevant medical conditions i.e. alcohol consumption, or additional issues including the presence of domestic abuse,	National	The Home Office	<i>We welcome the recommendations and will consider them when revising the statutory guidance later this year. We will test them, and other suggested changes, with stakeholders and whether they will strengthen the statutory guidance and provide effective checks in support of public safety.</i>	December 2024		

	coercion and control. The views of other adult members of the applicant's household should be sought separately, and not in the presence of the applicant, to avoid any fears or concerns about disclosure.						
19	The Home Office guidance Firearms Licensing: Statutory Guidance for Chief Officers of Police, February 2023, should be strengthened to explicitly require an assessment of the suitability of the location of where any weapons are to be held that goes beyond assessing the arrangements for the secure physical storage of any shotgun or firearm e.g. in a property on an educational establishment grounds.	National	The Home Office	<i>We welcome the recommendations and will consider them when revising the statutory guidance later this year. We will test them, and other suggested changes, with stakeholders and whether they will strengthen the statutory guidance and provide effective checks in support of public safety.</i>	December 2024		
20	Following steps already taken by the Independent Schools Bursar's Association, which has introduced a new clause in the Service Occupancy Agreement that expressly prohibits an employee (or any persons occupying any accommodation provided to them) from being in possession of, or storing, an offensive weapon and/or ammunition, the Association should formally promote annual reviews of the Agreement to check on any change to circumstances.	National	Independent Schools Bursar's Association	The service occupancy agreement will be reviewed at intervals of not less than two years and the clause will be "red ringed" and retained during these reviews.	Ongoing	The current agreement is attached.  Service Occupancy Agreement 12-04-20:  Service Occupancy Agreement Update an	Continued co-operation on this issue with ISBA to eradicate the risk from firearms and other offensive weapons being stored on independent school property.
21	Promote the Public Health England & Business in The Community Domestic Abuse Employer Toolkit. This toolkit helps employers of all sizes and sectors make a commitment to respond to the risk of domestic abuse and build an approach that ensures all employees feel supported and empowered by their workplace to deal with domestic abuse. Alongside this, the Partnership should raise the profile of this toolkit and th	National	The Home Office & the Domestic Abuse Commissioner's Office	The DACO will share the toolkit as part of the local oversight pilot and discuss with pilot sites how this can be best shared nationally. The DACO will share this toolkit with members of the newly established DARDR forum which is hosted	July 24 September 24		A greater understanding across CSP areas with regards to the resources available to employers. Increased access to the toolkit via local authority websites.

<p>Employers Initiative on Domestic Abuse (http://eida.org.uk/) across all partner agencies, to raise awareness that supports all employees, regardless of role, status and position held, seek help if they are a victim of domestic abuse.</p>			<p>collaboratively with APCC and LGA for wider circulation in local areas.</p>			
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