

West Oxfordshire Community Safety Partnership

DOMESTIC HOMICIDE REVIEW

Recommendations and Action Plans

'Alice'

Died August 2017

Independent DHR Chair: Deborah Jeremiah

October 2019

LEARNING IDENTIFIED AND RECOMMENDATIONS

The approach of this review has been to establish the key areas of new learning leading to a focussed number of recommendations that highlight significant aspects of the way the multi-agency systems can improve work with domestic abuse in the context of this case.

- Recommendation 1** – The CSP to reinforce with MARAC chairs and coordinators that should offences come to light during MARAC meetings, confirmation should be sought that they are already recorded on NICHE.
- Recommendation 2** – The CSP to seek assurance that MARAC coordinators will send a MARAC to MARAC referral for all cases assessed and agreed as high risk when a victim moves out of the TVP area.
- Recommendation 3** – All agencies including the MARAC group would benefit from a learning event around the links between domestic abuse and mental health concerns.
- Recommendation 4** – All health agencies would benefit from training in using the national Tool kit for Health Professionals on Domestic Abuse.
- Recommendation 5** – Primary Care (GP's) would benefit from using the principles developed in the IRIS project.
- Recommendation 6** – Further development work is required around other agencies other than the police using and assessing risk using the DASH risk assessment.

The above would enhance how domestic abuse is managed and assessed on a multi-agency basis with an emphasis on universal tools and a second part on dual diagnosis, multiple disadvantage and patient led care pathway to focus on what an individual at risk feels their immediate needs are through a multi-agency plan if possible.

- Recommendation 7** – Oxford Foundation Trust to look at its systems around discharge planning where patients are homeless, vulnerable and present with multiple risks.
- Recommendation 8** – Nationally the Department of Health and Social Care should support much needed improvements that enable timely and efficient transfer of all patient related information when a patient moves to a new location or changes GP practice.
- Recommendation 9** – The CSP should support all agencies in their professional response to domestic abuse response to consider models

of working with perpetrators. The police pilot programme may provide a helpful platform for this.

Recommendation 10 – Mental Health Services are required to develop approaches of dual diagnosis to promote a co-ordinated response and one which acknowledges the impact of low mood, depression and anxiety alongside addiction. This will enable a more holistic and effective approach to be taken to assist vulnerable adults.

Action Plans

THAMES VALLEY POLICE

RECOMMENDATION	Scope of Recommendation	Action to be taken	Lead Agency	Key milestones to enact recommendation	Target Date	Date of completion and Outcome
<p>TVP MARAC Co-ordinators to update the Record Management System (Niche) in relation to MARAC referrals from other agencies. This will include the reasons for the referral into MARAC, and an indication as to the risk level. (Child SCR action plan completed 25/05/17)</p>	<p>TVP Marac Co-ordinators</p>	<p>Action raised with all Marac co-ordinators in TVP to ensure that each case has a recorded level of agreed risk at the Marac. Further, all referrals into TVP by agencies for Marac should have a Risk Management Occurrence created prior to Marac which can then be populated following the meeting with agreed actions and risk level. This will take place whether known to TVP or not prior to meeting.</p>	<p>TVP</p>	<p>Acted upon at Marac co-ordinators meeting 5/6/19 and agreed by co-ordinators and chairs.</p>	<p>July 2019</p>	<p>5/6/19 – completed. Process updated.</p>

PRIMARY CARE

Recommendation	Scope of the Action	Actions	Lead	Outcome expected	Target dates
<p>Primary care services need guidance on promoting effective transfer of key information about domestic abuse incidents and disclosures.</p>	<p>Local guidance to be created and shared with regional colleagues.</p> <p>National coding guidance to be incorporated into local practice</p>	<ul style="list-style-type: none"> • Create local guidance for coding based on the RCGP guidance. • Disseminate guidance through safeguarding leads • Present at regional network meeting 	<p>Named GP safeguarding, OCCG</p>	<p>GPs have a framework to support key information exchange.</p>	<p>Completed</p> <p>April 2020</p>
<p>Good communication between different agencies is needed to ensure joint working and coordinated care results for patients and clients.</p>	<p>Communications strategies to be shared locally with providers to aim to develop best practice in relation to sharing information about treatment and care delivery across teams.</p>	<ul style="list-style-type: none"> • Identify best practice approaches to communication from self-referral services to universal core services such as GPs. • Create a summary of identified best practice • Disseminate through partnership forums to commissioners and providers of services such as drug and alcohol, psychology and domestic abuse support. • Present at local & regional network meetings 	<p>Designated Nurse, OCCG</p>	<p>Best practice guidance to be available to all providers of self-referral services on professional communication processes.</p>	<p>Completed</p> <p>April 2020</p>

WEST OXFORDSHIRE DISTRICT COUNCIL, HOUSING

Recommendation	Scope of recommendation i.e. Local or regional	Action to take	Lead Agency	Key milestones achieved in enacting recommendation	Target Date	Completion Date and Outcome
Domestic Abuse Training for all customer facing staff at West Oxfordshire	Local and regional	Liaise with the councils Safeguarding Officer, Oxfordshire Safeguarding Adults Board (OSAB) and agencies offering DA training	West Oxfordshire District Council – Housing Manager	Meeting held with Safeguarding Officer. Connections made with OSAB. Places booked on training for existing staff. New staff training to be booked	Ongoing – there have been changes within the team and new starters therefore this will be continually reviewed. Training to be completed annually	Completed for existing staff but ongoing for all new recruits
Consider a Domestic Abuse protocol with ODAD that includes an 'Opt in' clause	Local and regional	Liaise with ODAS to arrange meeting	West Oxfordshire DC Housing Manager and ODAS	Unfortunately diaries have not allowed this meeting to happen so far	30 September 2019	Completed 30 Sept 2019
Refuge placements to be considered for those fleeing DA in ALL cases. The use of B&B should be used as a last resort if refuge is deemed inappropriate and only until	Local	Full training and awareness of the issues facing clients fleeing domestic abuse addressed	West Oxfordshire DC Housing Manager	Places booked on training for existing staff. New staff training to be booked. Staff aware that B&B placements are a last resort and that clients	Ongoing	Completed and Ongoing

support can be arranged with DA services.				should be moved on asap if no other option available. WDC now has a homeless hostel which can be used if safe.		
Housing Needs assessment training for all Housing staff to ensure that support needs are identified and appropriate referrals made. The needs of the applicant should be taken into account when making any offer of accommodation. (This will be a legal requirement from April 2018 under the Homelessness Reduction Act)	Local & National (legislation)	System driven needs assessment has to be completed as part of every interview with all clients. Homelessness Reduction Act 2017 requires each client to be issued with a bespoke personal housing plan which reflects their needs and lists the actions that all parties take to resolve their housing issue	West Oxfordshire DC Housing Manger & Homelessness Lead officer	Case files regularly reviewed and discussed with individual officers	Ongoing	Completed for existing staff and ongoing for new recruits
Homelessness Suitability of Accommodation refresher training to be undertaken by all Homelessness officers	Local	Arrange suitable training for officers	West Oxfordshire DC Housing Manger & Homelessness Lead officer	Consultant training delivered to all staff in January 2019 however this will be ongoing for new staff members	January 2019	Completed in January 2019 for existing staff but ongoing for new staff
Appropriate referrals made to support agencies at point of contact	Local	System driven needs assessment has to be completed as part of every interview with all clients. Homelessness Reduction Act 2017	West Oxfordshire DC Housing Manger & Homelessness Lead officer	Case files regularly reviewed and discussed with individual officers	Ongoing	Completed for existing cases and ongoing for new cases

		requires each client to be issued with a bespoke personal housing plan which reflects their needs and lists the actions that all parties take to resolve their housing issue				
Regular contact made with all vulnerable homeless applicants especially if placed out of area and away from support networks	Local	System driven diary dates in place since April 2018. Personal Housing Plans also include follow up dates for clients as well as officers	West Oxfordshire DC Housing Manger & Homelessness Lead officer	Case files regularly reviewed and discussed with individual officers	Ongoing	Completed for existing cases and ongoing for new cases
Recognise the importance of Housing in both the DA strategy and the Community Safety partnership strategy revisions and for Housing to recognise the importance of these strategies when dealing with victims of DA	Local and regional	New homelessness strategy approved Feb 2019. Review of current sanctuary scheme being undertaken with a view of extending this to a Target Hardening and Sanctuary Scheme and working in partnership with Safer Partnerships, fire service and CSP	West Oxfordshire DC Housing Manger & Homelessness Lead officer	Contract provider for Target Hardening and Sanctuary Scheme identified and with legal for approval. Also recruiting for member of staff to monitor this scheme	30 Sept 2019	Completed 30 September 2019
All identified actions are imbedded into current working practices and strengthened by the new duties under the Domestic Abuse Act.						

TURNING POINT

Recommendation	Scope of Recommendation (i.e. local national)	Action Taken	Lead Agency	Key milestones achieved in enacting recommendations	When should this action be completed by	Completion date and outcome
Staff training Domestic abuse champion and MARAC	Local	Two staff members completed MARAC training	Turning Point Witney	Two staff members attended MARAC training. Witney Hub manager attends Cherwell and West MARAC meetings	Champion training to be completed by 12/19	Completed 26/10/2018

A2 DOMINION HOUSING GROUP LTD.

Recommendation	Scope of recommendation i.e. Local or regional	Action to take	Lead Agency	Key milestones achieved in enacting recommendation	Target Date	Completion Date and Outcome
<p>Recommendation 3</p> <p>All agencies including MARAC group would benefit from a learning event around the links between domestic abuse and the impact upon Mental Health.</p>	Local	Review and confirm A2D training matrix with Safeguarding trainer to include Domestic Abuse and the impact upon Mental Health.	A2Dominion Group	<p>Review of current individual staff's training plan to identify if there are gaps.</p> <p>Evaluate training packages currently delivered to ensure content is relevant.</p> <p>Following evaluation may need to seek new training provider.</p>	<p>Aug 2019</p> <p>Sep 2019</p> <p>Mar 2020</p>	<p>Completed</p> <p>DA is currently included within the Safeguarding training as is mental health see below *</p> <p>Training matrix of each team member held and monitored by line manager and learning and development</p>
<p>Recommendation 6</p> <p>Further development work and audit needs to be actioned around other agencies other than the police using and assessing risk using</p>	Local	All staff to complete DASH/DMO training within probation period – this will ensure all staff complete the MARAC referral fully	A2Dominion Group	<p>Review of current individual staff's training plan to identify if they haven't completed the DASH/DMO training.</p> <p>Ensure staff complete the training.</p>	<p>Sep 2019</p> <p>Dec 2019 (course availability)</p>	<p>Completed</p> <p>All staff within DA complete DASH and all line managers complete DMO training</p>

<p>the DASH risk assessment. This is to include hospitals and GP practice.</p>				<p>New appointed staff reviews with probation to ensure training is completed.</p>	<p>Ongoing through probation of new staff.</p>	
<p>Recommendation 11</p> <p>All agencies in their professional response to domestic abuse response including MARAC to consider models of working with perpetrators.</p>	<p>Local</p>	<p>A2D will take a multi-agency approach where possible with other agencies to work with perpetrators</p>	<p>A2Dominion Group</p>	<p>All staff to be skilled and knowledgeable in local and national services available to support perpetrators.</p> <p>We will adhere to and promote local and national pathways for both adults and young people who may be victims and/or perpetrators of abuse.</p> <p>Working within a multi-agency approach to reduce the risk of further harm and where possible work with other agencies to hold perpetrators to account.</p>	<p>Dec 2019</p> <p>Sep 2019</p> <p>Currently part of our contract with Oxfordshire County Council.</p>	<p>Completed</p> <p>A2Dominion do not hold a perpetrator programme and there is currently a perpetrator programme run by Elmore and TVP .</p> <p>A2Dominion are fully aware of how to refer to these .</p> <p>A2Dominion have currently submitted a bid to the Home Office to run a Perpetrator programme however the result is not due until week of 22/11</p>

<p>Recommendation 13</p> <p>Mental health services are required to develop approaches of dual diagnosis to promote a coordinated response and one which acknowledges the impact of low mood, depression anxiety and risk of suicide and self-harm as a coping mechanism, alongside addiction. This will enable a more holistic and effective approach to be taken to assist vulnerable adults.</p>	<p>Local</p>	<p>Work in partnership with mental health/substance misuse providers to develop a holistic and effective approach for vulnerable adults including bespoke training/review referral process.</p>	<p>A2Doiminion Group</p>	<p>Currently in Oxfordshire and Buckinghamshire we deliver the Anchor Programme this is an evidence based therapeutic programme working in partnership with Sapiens, a specialist service working with Mental Health Complex Needs clients who have experienced domestic abuse.</p> <p>Scope to extend specialist training to other organisations within Oxfordshire and Buckinghamshire to increase partnership and multi-agency working.</p>	<p>Currently part of our contract with Oxfordshire County Council.</p> <p>Dec 2019</p>	<p>Completed</p> <p>A2Dominion continue to run The Anchor Programme for those with complex needs however we are not the statutory service for Mental Health although we do work in partnership with Mental Health / substance misuse providers and refer accordingly whilst offering the support commissioned to deliver within Oxfordshire.</p>
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* Safeguarding training includes the following.

- Recognise and describe what constitutes abuse and relate this to scenarios relevant to the work of A2Dominion (Including definitions of Child Sexual Exploitation, Honour Based Violence, Female Genital Mutilation, County Lines, Neglect and Self-harm)
- Child development/ National assessment framework (attachment theory) understand how abuse can impact on normal development
- Recognise and describe what constitutes an adult at risk and relate this to scenarios relevant to the work of A2Dominion (including conditions or disabilities that may increase vulnerability of an adult to abuse or self-neglect, hoarding, OCD)

REDUCING THE RISK

RECOMMENDATION	Scope of recommendation	Action to be taken	Lead Agency	Key milestones to enact recommendation	Target Date	Date of completion and Outcome
<p>Reducing the Risk Independent Domestic Abuse Advisor (IDVA) service, when supporting another agency to make a referral to MARAC, will ensure that the source of the referral is clear and clarify whether there is any IDVA service involvement at the time of the referral. This is to prevent any multi agency misunderstanding about whether the IDVA service is already involved.</p>	<p>Local level recommendation</p>	<p>The IDVA service manager will make all referrals in these (unusual) circumstances and ensure the clarification is made.</p>	<p>Reducing the Risk of Domestic Abuse</p>	<p>Recommendation already enacted</p>	<p>June 2019</p>	<p>June 2019</p>

RECOMMENDATION	Scope of recommendation	Action to be taken	Lead Agency	Key milestones to enact recommendation	Target Date	Date of completion and Outcome
<p>The IDVA service will liaise with the referring agency immediately if a decision is made to cease to work proactively to contact a victim of abuse – rather than wait for a MARAC meeting to give an account of the service's involvement. This is in order to:</p> <ul style="list-style-type: none"> - inform the agency and give the reason for the decision - and especially to update and double check there are no factors which would prompt a review of the decision <p>The decision and reason will be recorded on the case notes together with confirmation that the referring agency has been informed</p> <p>This action will be monitored by the manager and incorporated within the trustee's three monthly quality assurance 'dip check' audit of casework</p>	Local	The IDVA Manager to discuss recommendation with the IDVA team and incorporate it within IDVA practice guidelines. The manager will ensure with the relevant team member that case management decisions about ceasing to proactively seek to make contact will be shared with the referrer to ensure there is no additional information which might prompt a review of the decision.	Reducing the Risk of Domestic Abuse	Implement June 2019	June 2019	<p>June 2019</p> <p>This will act as a check that the information leading to the case management decision to no longer proactively seek to make contact is correct and up to date at the time of making the decision.</p>

RECOMMENDATION	Scope of recommendation	Action to be taken	Lead Agency	Key milestones to enact recommendation	Target Date	Date of completion and Outcome
Reducing the Risk will continue to ensure the IDVA team has access to specialised clinical supervision in relation to mental health needs and in particular potential for suicide and self-harm	Local	Trustees and manager to ensure this facility remains in place	Reducing the Risk	ongoing	ongoing	June 2019 The IDVA team has appropriate specialist support for work with victims of abuse at high risk with additional complex mental health needs – in particular in relation to suicide and self-harm
Reducing the Risk of Domestic Abuse will support the DHR recommendations for multi-agency practice where relevant both to the IDVA service and to the functioning of the MARAC	Local and potentially national depending on multi agency recommendations	Work with other local agencies to implement DHR recommendations for multi-agency complex needs practice and MARAC functioning.	Reducing the Risk working with the chair of the MARAC and local partners	Subject to multi agency plans	Subject to multi agency agreement	June 2019 Reducing the Risk is aware of the DHR findings and recommendations in relation to multi agency practice and MARAC functioning. The IDVA service will support in any way it can future multi-agency practice and MARAC planning in light of these.

OXFORD HEALTH NHS FOUNDATION TRUST

Recommendation	Scope of recommendation i.e. Local or regional	Action to take	Lead Agency	Key milestones achieved in enacting recommendation	Target Date	Completion Date and Outcome
<i>OHFT to continually work to increase awareness on domestic abuse amongst staff.</i>	OHFT	A. Incorporate recent domestic abuse guidance into the Domestic Abuse Policy and develop an OHFT pathway Domestic Abuse: a Resource for Health Care Professionals 2017 https://www.gov.uk/government/publications/domestic-abuse-a-resource-for-health-professionals Domestic abuse: assessment tools and guidance https://www.rcn.org.uk/clinical-topics/domestic-violence-and-abuse/assessment-tools-and-guidance	Safeguarding Team, OHFT	Policy currently being reviewed and for completion in September 2019	December 2019	Indicated tools are linked to DA policy and as part of Domestic abuse resources on OHFT intranet page. Additional resources have been shared with staff as a result of guidance updates due to identified changes to practice to support COVID working arrangements and national lockdown directions. Domestic Abuse updates are included in safeguarding service monthly internal safeguarding newsletter OHFT domestic abuse working group is established and meets 4 times a year Working group is used to support the DA champion network internally
		B Set up domestic abuse working group.	Safeguarding Team, OHFT	Completed	December 2019	
		C. To review roles and responsibilities of Domestic abuse champions and to explore further the existing	Safeguarding Team, OHFT	Part of the domestic Abuse Working Group work plan	December 2019	

		<p>domestic abuse champions might also be trained.</p>				<p>Domestic Abuse champion training was suspended during COVID lockdowns but Reducing the risk who provide training are starting to reintroduce course Autumn 2021. OHFT staff on waiting list for course and new staff joining OHFT working group being asked to book on again in December 2021 Working group meeting</p>
		<p>D. Display resources in the clinical areas</p>	<p>Safeguarding Team, OHFT</p>	<p>Part of the domestic Abuse Working Group work plan</p>	<p>December 2019</p>	<p>Display of resources in clinical areas has not been possible and is no longer a workstream of OHFT working group. Resources are not readily available to share in hard formats. Public Health do not provide resource it is charities in local areas who have reduced their development in hard formats. Staff are encouraged to share electronic links to resources with service users , with knowledge this may not suit all.</p>
		<p>E. Develop Staff Domestic Abuse policy</p>	<p>Human Resources, OHFT</p>	<p>Part of the domestic Abuse Working Group work plan</p>	<p>December 2019</p>	

		<p>Statement about DASH training: We have a statement in the policy currently as follows:</p> <p>Oxford Health NHS Foundation Trust recognises its responsibilities for ensuring staff are competent and confident in carrying out their responsibilities, commensurate with their role regarding domestic abuse.</p> <p>We are proposing that this is extended to state:</p> <p>Oxford Health NHS Foundation Trust recognises its responsibilities for ensuring staff are competent and confident in carrying out their responsibilities, commensurate with their role regarding domestic abuse. This includes initial assessment with the person and the completion of a DASH checklist.</p>	<p>Safeguarding Team, OHFT</p>	<p>We will take this to the Safeguarding Committee on 16 July 2019 for agreement.</p> <p>Quality Committee: Safety on 23 July 2019.</p>	<p>September 2019</p> <p>(once review of policy has been agreed)</p>	<p>DASH training opportunities have been shared with OHFTY staff. Numbers who are trained not known</p> <p>16.11.2021. Links to Guidance to completing DASH available on OHFT safeguarding intranet page</p> <p>Work ongoing with IT to have DASH form on Carenotes- training re use will be supported when staff have access to form on Carenotes</p> <p>Safeguarding service staff and DA champions in services can be asked to support staff individually.</p> <p>Dip sample of Domestic abuse being considered in risk assessments for services who use Mental health risk assessments being completed by safeguarding service. Report due 17.11.21. Linked to DHR action</p>
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