

## Appendix 1 - Domestic Abuse improvement plan

Updated February 2014

Area for improvement	Intervention/action required	Lead and support agencies	Progress / Comment/Timescale
<p>Need strategic leadership - exposed to corporate risk with lack of leadership and coordination</p>	<ul style="list-style-type: none"> <li>• Identify strategic lead</li> <li>• Set up strategic board (which will then produce Terms of Reference for PDG and agree reporting structure, lead on strategy, budgets etc. AD level.</li> <li>• Link into all strategies including Housing, Homelessness and Safeguarding and ASB.</li> <li>• Map out current services and offer, budgets etc and establish baseline.</li> <li>• DA workshop from Standing Together to complete their review</li> </ul>	<p>Community Safety</p> <p>Housing Wellbeing</p> <p>Links to SSP and Safeguarding Boards</p>	<p>Sarah Richards now chairing strategic meeting</p> <p>Strategic group includes:</p> <ul style="list-style-type: none"> <li>• Adults and Childrens' social care</li> <li>• Housing</li> <li>• Community Safety</li> <li>• Public Health</li> <li>• Wexham Park Hospital</li> <li>• Probation</li> <li>• Police</li> </ul> <p><b>First meeting took place 24<sup>th</sup> October 2013.</b></p> <p>DA workshop took place end of November</p>
<p>Need full time DA strategic manager and investment in this function and DA work</p>	<ul style="list-style-type: none"> <li>• Recruit DA manager asap</li> <li>• Identify future funding for post and other work</li> </ul>	<p>Community Safety</p> <p>Housing Wellbeing</p>	<p>Louise Asby leading on recruitment. Process includes benchmarking with other local areas to ensure post is graded at appropriate level</p>

			<p>Need someone with considerable DA specialist knowledge, and a proven track record in a strategic multiagency role. Also excellent negotiating and influencing skills.</p> <p>Strategic group will look at how much Slough currently invests in DA and opportunities for future funding of post.</p>
Need to revamp DA Forum for practitioners	<ul style="list-style-type: none"> <li>• Need suitable independent chair</li> <li>• Information exchange or action group?</li> <li>• See Hillingdon for best practice</li> </ul>	DA manager when in post, if going ahead	This can be discussed at the strategic meeting
<p>Strategy needs updating</p> <p>Strategy needs a supporting action plan</p>	<p>Strategy will need to include DA as well as human trafficking, prostitution, FGM, HBV. Check crossover with CSE strategy.</p> <p>Action plan objectives to include:</p> <ul style="list-style-type: none"> <li>• Maintain and improve response to high risk victims</li> <li>• Intervene early to reduce damage and costs of DA</li> <li>• Prevention through education</li> </ul> <p>Need to identify current position and way forward over next 3 years.</p> <p>Identify elected representative to support strategy</p>	DA manager, when in post	This will be one of the first tasks for the DA manager when in post

	Consider No Recourse to Public Funds (NRPF)		
Need to map current Slough offer and resources allocated	Put together process map which can lead into performance management framework		Needs to be done asap as a benchmark and starting point  Avtar Maan mapping current situation to add to the one year review she is already doing, to include client journeys and MARAC process.
The DA commissioned contracts need to be monitored by specialists. Big investment and can be put at corporate risk if contracts are not performing.	<ul style="list-style-type: none"> <li>• Identify who will monitor contracts when Avtar moves on</li> <li>• Clarify roles between commissioned and non-commissioned services</li> <li>• Have a specialist services group</li> <li>• Carry out mystery shopping to check level of service and get feedback from service users</li> <li>• Stonham to advertise and promote the services they provide</li> <li>• Develop services that cater for the diversity of the borough including new settlers and the travelling community</li> <li>• Survivors on CP plan should not have to take part in Freedom Programme</li> </ul>	<p>Currently managed by Avtar Maan, Community Safety</p> <p>Wellbeing contracts team more appropriate for this important role</p>	What does a quality service look like, principles of best practice?

<p>Training plan - needs extending and monitoring of its effectiveness</p> <p>All front line staff need mandatory DA awareness training – 60% of victims will not report abuse but practitioners who come into contact with them may be able to gain their trust and ask them pertinent questions</p>	<p>Update and implement training plan</p> <p>Need to include principle of Ask, Believe, Record and Assess Risk (and know where to refer to)</p> <p>Schools to provide ‘healthy relationship’ education (similar to ‘Chelsea’s Choice’ workshop which is currently visiting Slough) and anger management</p> <p>Include Family Court Services. Also Mediation Services, Relate and Samaritans re existence of refuges.</p>	<p>DA manager to lead</p> <p>Learning &amp; Development team may to assist (as with organising safeguarding training)</p> <p>Health can be more involved and have broader role</p>	<p>Strategic group can discuss DA training for front line staff.</p> <p>West Berks have a mandatory elearning course for all staff</p> <p>Will need to focus on Health practitioners, children’s and adults services, housing and any other frontline practitioners.</p> <p>Survivors reported that statutory services staff had been rude or made judgements about them, felt that services did not believe they had suffered abuse, or put demands on them without realising this may stop them accessing services in future.</p>
<p>Performance management – police data does not tell us much</p>	<p>Need to drill down eg repeat victims.</p> <p>Improve collection and analysis of data amongst partners – develop a data collection system and collect better data</p> <p>Ensure that managers and strategic leaders understand what the data is showing</p> <p>Monitor outcomes not actions – are people now safer?</p>	<p>SBC and Police performance management</p> <p>DA manager can coordinate this work</p>	<p>The DA manager will lead on performance management, supported by data experts. Not just about police data. Senior management must support data sharing. Agencies must be accountable for their performance and hold each other to account (eg police making too many referrals to Wellbeing)</p> <p>SSP want deep dive of DA data and statistics to establish the reasons for referrals. Commissioned services have noticed a decrease in referrals for physical violence, but this is not borne out by Police intelligence.</p> <p>Similarities with the data and information requirements of the Troubled Families programme, which are proving difficult to manage. Consider recruitment of a Data, Intelligence and Information Analyst based within the Housing Service to deal with both TF and DA.</p>

Need Comms plan of publicity and awareness raising/community engagement events	Put Comms plan in place	DA manager to lead	Include quarterly newsletter from DA manager to update partners on upcoming events, service changes, training etc.
Domestic homicide review - chair training needed and budget if an external chair is used	Need appropriate response in place for responding to DHRs, and budget for independent chair	DA manager to coordinate	
Sanctuary scheme needs reinvigorating	Need to promote this scheme, to keep victims/survivors in their homes	Housing hold budget for this. DA manager to promote scheme	Although the funding is still available for this service which allows families to remain in their own home, there have been few requests over the last 12 months. The scheme should be promoted.
Housing policy for survivors	Housing to lead	Housing	
Instituting survivors consultation group	See report for feedback from survivors focus group		Develop plans to regularly include the service user voice