

Appendix 1 Action Plan – Updated November 2015

Recommendation	Scope of recommendation i.e. local/ regional/national	Action to take	Lead agency	Key milestones achieved in enacting recommendation	Target date	Date of completion and outcome
1	That the Information Commissioner provides clarification/guidance re: the legality of domestic abuse specialist support services being able to retain information relating to perpetrators of domestic abuse, to enable them to provide information, to the police, to safeguard vulnerable new partners of the perpetrators, under Domestic Violence Disclosure Scheme (Clare's law).	<p>National</p> <p>ICO to review the Data Protection Act and the Domestic Violence Disclosure Scheme. Paper sent to review from the ICO and now appendix F</p> <p>ICO paper sets out that agencies can consider on a case by case basis to retain information relating to domestic abuse perpetrators for the safety of individual victims. Information about domestic abuse perpetrators can be passed to the police on the grounds of safeguarding victims of domestic abuse</p> <p>ICO paper to be shared with relevant agencies in Gloucestershire who support victims of domestic abuse- with particular regards to retention of perpetrator information. All agencies across the partnership to be reminded of the</p>	Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group.	<p>ICO paper has been forwarded to Home office for circulation and information. The same paper has been shared with CAADA to influence future training programmes</p> <p>.....</p> <p>Strategic Coordinator and HGT (Hollie Gazzard Trust) to work together and consider how best to address this national issue using the ICO paper as a lever. Strategic Coordinator to seek the views of Safe Lives (Formerly CAADA) on what they have done since receiving the ICO paper.</p>	December 2015	

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		Domestic Violence Disclosure Scheme- particularly 'Right to know' (Clare's law)				
2	That the Home Office and Co-ordinated Action Against Domestic Abuse (CAADA) considers the current advice given to many domestic abuse support services that they would be breaching the Data Protection Act if they retain details of perpetrators on their data bases and how this affects the implementation of the Domestic Violence Disclosure Scheme (Clare's law).	National	Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group	National training programme has been rewritten and will be provided to agencies from beginning of February 2015	Completed	27/01/2015
3	A public awareness rolling programme should be undertaken to encourage 3rd parties including friends and family aware of domestic abuse to contact the police and / or independent local specialist support services.	Gloucestershire Wide Cross Agency	A multi-agency communications plan to be developed and agreed by the partnership for campaign activity over the next 4 years in line with the commissioning strategy	Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group Multi-Agency Communications Strategy and Plan has been agreed between Police and County Council. Document to be shared with the Multi Agency Group implementing the DASV Strategy. Awareness campaign planned for November 2015	Completed	August 2015
4	Encourage companies and organisations to implement HR workplace policies in relation to domestic abuse.	Gloucestershire Wide	Two conferences to be held inviting employers from across the county to learn more about their responsibility to safeguard their employees from domestic abuse, sexual violence stalking and harassment	Amendment to be made- is now only one , not two conferences. Strategic Coordinator and HGT to work together in devising a template to assist in implementation- links to recommendation 5 key milestones One conference was held in June 2015 in direct relation to this	Completed	June 2015

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				<p>recommendation, over 100 delegates attended and there was significant media coverage.</p> <p>A follow up email has been shared with those delegates in attendance offering support.</p>			
5	That all agencies are encouraged by the Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group to have a Domestic Abuse policy for their employees to adhere to when either they receive a disclosure or are a victim themselves. The Partnership also encourages agencies to identify domestic abuse champions in their organisation to support a coordinated response.	Gloucestershire Wide	Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group to provide the agencies with a skeleton template making clear references to the Commissioning Strategy 2014-2018	Gloucestershire Domestic Abuse and Sexual Violence Commissioning Steering Group	A Task and Finish Group is being set up to devise this skeleton template.	September 2015	
6	Agencies need to consider the safeguarding needs of all children in a domestic abuse household following a domestic abuse incident and take the appropriate action according to the agreed Gloucestershire Safeguarding Children's Board Levels of Need document and complete a DASH form as appropriate.	Gloucestershire Wide	Gloucestershire Children's Safeguarding Board to ensure all relevant partnership agencies are aware of the need to implement this recommendation.	Gloucestershire Children's Safeguarding Board	<p>Policy to be adopted by all relevant agencies.</p> <p>MASH is operational.</p>	Completed	1/9/2015 Policy adopted.
7	A reminder should be given to probation staff to continue to advise the courts that the probation service provides a comprehensive service to the courts including written reports as well as oral advice in regard to sentencing options. Probation staff are on hand to provide this. The court are not bound to act on this advice. However, the probation service	Local – Gloucester wide - National Probation Service	A training update will be worded and circulated to all staff	National Probation Service	<p>National Probation service have received the reminder.</p> <p>Changes have been made to operational model.</p> <p>Guidance training has been delivered to Court lawyers.</p>	Completed	31/03/2015

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8	Local – Gloucester wide	Senior Probation manger to write letter.	National Probation Service		Completed	28/02/2015
9	Local - Cheltenham Borough Homes	Develop training program. Hold DA awareness sessions for all staff. Develop promotional material. Identify colleague/ roles for additional training. Set up training strategy	Cheltenham Borough Homes		Completed	30/06/2015 Training completed. Refresher training will continue on ongoing bases every two years.
10	Local - Cheltenham Borough Homes. Also multi-agency.	Links to other CBH recommendation. Identify key staff. Provide training. Raise awareness within CBH of these main contact points.	Cheltenham Borough Homes.	Key people have been appointed . All attended two day training course and this is now being provided to the 2nd tier staff. There is a comprehensive plan in place.	1/4/2015 – identify staff 31/12/2015 – provide training	31/12/2015
11	Local - Cheltenham Borough Homes.	Identify policies affected. Consult relevant teams on changes. Encapsulate within DA policy. Provide guidance to	Cheltenham Borough Homes	All Policies have been reviewed and amended as appropriate.	Completed	26/07/2015 Processes reviewed. Outcomes have been shared with Gloucestershire Home seeker Operational Group

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		teams affected by any change to policy/process				
12	Ensure victims records include full information and records of contact, including confirmation that the victim's situation has been assessed and that the record are maintained that provide the rationale behind the decision.	Identify systems currently used to record information. Develop one reporting system. Ensure staff aware of how to correctly record information. Ensure systems in place to handle information appropriately. Build in audit process	Cheltenham Borough Homes		Completed	01/07/2015
13	To adopt a stand-alone Domestic Abuse Policy to include appropriate processes and guidelines.	Review ASB policy. Identify best practice. Consult with tenants. Write policy Share outcome with neighbouring RSL's.	Cheltenham Borough Homes	All Policies have been gone through one by one and outcomes will be shared at Gloucestershire Home seeker Operational Group	Completed	01/04/2015 Outcomes have been shared and cascaded at Gloucestershire Home seeker Operational Group
14	All Children should be spoken to alone, by a Social Care professional following volatile incidents in the family home. Also ensure that the child is referred to the appropriate therapeutic support to address any unmet need.	Ensure that this forms part of Practice Standards across all Social Care Teams.	Gloucestershire County Council Children and Young People's Social Care	Summary of Learning points from this DHR taken to the Operational Leadership Team with the recommendation for sign off to ensure this forms part of Social Care Practice Standards. Information shared at the " Getting To Good" Managers Meetings. Team Managers to	Completed Completed Completed	04/03/15 31/03/15 Integral Part of Practice Standards

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				share with their staff at team meetings and supervision		
15	That DASHs are sent through to GDASS as quickly as possible to enable contact with the victim to be made quickly after the event when they are most vulnerable.	Local Gloucestershire wide		Gloucestershire Domestic Abuse Support Service and Gloucestershire Constabulary	Completed	01/04/2015 Completed
16	There is a need to ensure that written consent from every adult, listed as an applicant on any approach for homeless assistance, is obtained. This is currently the case for all households approaching for statutory homeless assistance, but not for those who do not meet the vulnerability homeless criteria (as outlined in the Housing Act 1996 as amended). In future the Gloucester City Council Housing Service will require written consent before proceeding with any non-statutory assistance to non-priority households.	Local Gloucester City	Staff briefing to emphasise the importance of consent. Amend policies on non-priority advice and assistance	Gloucester City Council Housing Services	30/11/2014	Completed
17	There should be in depth housing and homelessness expertise available to clients at the point of first contact. This is necessary to extract relevant information from clients, and offer the most appropriate advice for a range of situations. Customer Services Officers have a generalised knowledge of council services and cannot offer sufficient expertise in this area. The two tier system of customer service screen, with reference to Homeless Officers for advice on difficult cases, fails homeless customers as it inevitably relies on a précis of the customer's situation by telephone which may not include relevant factors. Homeless officers should therefore be the first contact for anyone facing homeless crisis.	Local - Gloucester City	Arrange for service to be provided by Homeless staff	Gloucester City Council Housing Services	30/09/2014	Completed
18	The initial enquiry proforma should be	Local - Gloucester	Re-draft proforma	Gloucester City	Re-draft proforma and	Completed 30/11/2014

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	amended to include a prompt to consider local connections to the Gloucester area to ensure appropriate details are considered.	City		Council Housing Services	brief staff		
19	Implement local DA policy linked to Countywide Policy	Local - Gloucester city and Gloucester wide via link to countywide policy	Raise at CHIG (countywide housing implementation group) to formulate consistent local policies across the county	Gloucester City Council	Secure agreement from districts. Work with Countywide DA Coordinator – Two workshops have been held to discuss how all six district housing option teams are responding to disclosures of domestic abuse. A draft housing protocol is currently out for consultation	March 2016	
20	Implement regular refresher training on Domestic Abuse for all front line housing staff	Local - Gloucester City	Arrange training – and re-schedule on a regular basis	Gloucester City Council	Arrange training	Completed	30/03/2015
21	Introduction of a process to address repeat offenders with repeat victims in cases where support for prosecution is limited.	Gloucestershire Constabulary- Gloucestershire wide	The Constabulary will consider and scope a process whereby offenders who have come to notice on multiple occasions with multiple partners in circumstances which reveal a repeated unwillingness to prosecute are subject to an investigative review in order to maximise evidence-led prosecutions.	Gloucestershire Constabulary	Public Protection Bureau (Safeguarding) will commence a scoping process to determine the feasibility of a single department reviewing cases of multiple discontinued prosecutions involving the same offender.	Completed	01/09/2015 - Completed
22	Analysis of intelligence is required regularly, in order to feed into the Constabulary's intelligence (NIM) processes so as to identify those most at risk of causing harm.	Gloucestershire Constabulary- Gloucestershire wide	The police IMR identified a significant number of issues, relating to how officers and call	Gloucestershire Constabulary	A weekly internal Public Protection Bureau intelligence meeting has taken	Completed	Completed but regular analysis is ongoing.

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		<p>handlers have dealt with domestic abuse incidents, which have been detailed as lessons learnt. Gloucestershire Constabulary has introduced a new policy "Policing Domestic Abuse - How To?" This guidance document compliments an ongoing comprehensive training programme introduced in 2014 aimed at improving the quality of service delivered to victims of domestic abuse. Tackling Domestic Abuse as a force priority is clear to all staff, re-enforced through force intranet messages, bulletins by Chief Officer Group members, Professional Development Review supervision, rolling screen messages and master-class academic presentations. It is anticipated that training will be completed by mid-2015.</p>		<p>place since January 2013. The meeting is chaired by DCI (Safeguarding-Public Protection), and is supported by a strategic analyst and an intelligence officer from the Public Protection Bureau. This information informs fortnightly tasking.</p>		

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23	Force Control Room Managers should ensure that all relevant information pertaining to the threat and risk of harm to and from the perpetrator is captured through careful management of the initial call and the record of that information is made available to the attending officers at the time.	Gloucestershire Constabulary - Gloucestershire wide		Gloucestershire Constabulary	Call handling training now includes specific training on all intelligence systems to enable the call taker to assess risk and harm to determine the grading of the incident. There is regular assessment of the operators' performance through a QA process which includes whether the operator has utilised these systems correctly. If not then feedback is given immediately and if there is no improvement then operators are placed on a development plan and have supportive mentoring. Force Control Management have confirmed that all call handlers and Control Room operators, including Supervisors have been trained in how to respond to domestic abuse incidents. The learning programme is built into the training schedules for new staff to the department.		Completed
24	Incidents of Domestic Abuse must not be closed without the attending officers confirming (within the incident itself) that a Risk Assessment has been completed and submitted to a supervising officer.	Gloucestershire Constabulary- Gloucestershire wide		Gloucestershire Constabulary	The Constabulary control room will create the incident on STORM and can only be closed down by a supervisor		Completed

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				within the Constabulary control room. DASHs must be signed off by a Sergeant or Inspector depending on the level of risk. Officers are expected to highlight on the DASH what actions have been taken to address the risks. Policing Domestic Abuse; How-to? Guidance Page 10 sets out the requirements of supervisors. The guidance also provides a helpful non-exhaustive list of safety measures available to officers		
25	In consultation with the Crown Prosecution Service, officers in the case are expected to ensure that applications for Restraining Orders are made in appropriate cases.	Gloucestershire Constabulary- Gloucestershire wide	Police bulletin to be drafted advising officers of this issue. Furthermore, Staff training to ensure it is captured in force training.	Staff Development Unit confirms that current Domestic Abuse training, now underway since October 2014, are being well received. The Case Studies session includes a reference to the use of Restraining Orders. Bulletin is being prepared for publication.	On going	01/04/2015 - Completed
26	Supervisors to ensure that any incident identified as Domestic Abuse is fully updated detailing the fact that a DASH has been completed.	Gloucestershire Constabulary- Gloucestershire wide		Force Control Supervisors who close Domestic Incidents are fully aware of what is expected from officers prior to the closure. This forms part of FCR training. The How-To Guide		Completed

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				<p>makes it clear. Officers have undertaken DA training provided by our Staff Development Unit which informs them of their role and responsibilities in responding to domestic abuse and how to complete the DASH risk assessment from which is focused on victim's safety and associated risks. The last page of the DASH also allows for staff to outline what safety measures have been put in place to protect the victim. All DASHs are signed off by a supervisor.</p>		
27	<p>The Constabulary Training Department to re-enforce the understanding by officers of the definition of Domestic Abuse and to ensure that where an alleged crime is reported, it is appropriately recorded as a crime.</p>		Gloucestershire Constabulary - Gloucestershire	<p>Our Staff Development Unit has delivered and continues to deliver a range of training across the Constabulary about domestic abuse which includes specific inputs to Special Constables, PCSOs, Force Control Room staff and response officers. This has been delivered through face to face classrooms sessions, NCALT packages and Master-classes. The How To Guide makes is clear on Page 14, the importance of recording a crime, once</p>		Completed

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				<p>sufficient information is made known and regardless of whether the victim wishes to pursue the matter or not. The training currently being delivered also explores issues in relation to Honour Based Violence, and Forced Marriage. Furthermore, Initial training (Student Officers, Specials and PCSOs) – are introduced to safeguarding topics including HBV, FM & FGM. Quarterly Operational Learning days have been used for reminding and reinforcing messages on HBV, FM & FGM to frontline officers. NCALT packages have been mandated with completion rates in the 90% region for all. ICIDP programme has 2 full sessions on these topics. Regular law and policy updates on the Constabulary intranet.</p>		
28	Gloucestershire Constabulary consider using Body Worn Video devices in an operational capacity	Local - Gloucestershire Constabulary	In consultation with Chief Supt, agreement given that the Constabulary intend to scope its uses and may consider a	<p>Gloucestershire Constabulary</p> <p>Await outcome of scoping exercise.</p> <p>.....</p> <p>The Constabulary has purchased 25 of the devices which have been trialled in different</p>	Completed	1/9/2015

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			piloting of its use in the future.		scenarios, but mainly at public order and major events. They will not be rolled out to all operational officers at this stage, however, all operational officers have recently been issued with Personal Mobile Data Devices which have a facility to record live video footage. In essence, the principle is therefore same, only rather than being 'Body Worn' video devices, they are effectively 'hand-held' video devices.		
29	Evidence-led prosecutions must be a consideration for all Domestic Abuse allegations.	Local - Gloucestershire Constabulary	Focus to be given to all operational officers of the benefits of seeking an evidence-led prosecution where appropriate – this is to address those cases, where through a lack of formal complaint, have often traditionally resulted in No Further Action	Gloucestershire Constabulary	Through our Staff Development Unit, the importance of enhanced investigative practice is to be re-enforced. This will be demonstrated through improved sanctions.	Completed	Completed via MARAC
30	HM Courts & Tribunals Service will conduct a review of our service to victims and witnesses, in conjunction with Gloucestershire Constabulary Witness Care Unit and Victim Support – to be concluded by 31 st January 2015.	Regional - HM Courts and Tribunal service in Gloucestershire and Gloucestershire Constabulary	HM Courts and Tribunal service in Gloucestershire to contact Gloucestershire Constabulary Witness Care Unit and Victim Support	HM Courts & Tribunals Service	Although the initial focus was on Gloucestershire, as the county forms part of Avon & Somerset and Gloucestershire Clerkship, HMCTS has commenced a review	Completed	31/01/2015 - completed

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				into the services provided for victims and witnesses at all court houses within the Clerkship. This review is expected to be completed by the end of the year.			
31	HM Courts & Tribunals Service will meet with Probation managers to discuss the consideration of supervision requirements on any community orders imposed following domestic abuse charges, by 31 st January 2015.	Regional - Gloucestershire wide. HM Courts & Tribunals Service and Bristol Gloucestershire, Somerset and Wiltshire Probation	HM Courts and Tribunal service in Gloucestershire to contact National Probation Service	HM Courts & Tribunals Service	HMCTS and Probation Managers have discussed and advice has been issued to all Legal Advisers and Court Officers that supervision should be considered as a requirement of any community orders imposed in relation to DV charges. Since the coming into force of the Offender Rehabilitation Act in February 2015, the supervisor is able to decide what activities should be undertaken during the order without the court needing to be specific.	Completed	31/01/2015 Completed
32	HM Courts & Tribunals Service will conduct a review of domestic abuse training for magistrates and staff, and implement any changes or refresher training required by 31 st March 2015.	Regional - Gloucestershire wide. HM Courts & Tribunals Service	HM Courts and Tribunal service in Gloucestershire	HM Courts & Tribunals Service	Training on DV is now included in the mandatory training for all magistrates. Refresher training has been provided for Legal Advisers and this will be repeated following the conclusion of the review.	Completed	31/01/2015 Completed

Gloucestershire Hospitals NHS Foundation Trust

Since the review the Emergency department of Gloucestershire Hospitals NHS Foundation Trust have implemented the following actions:

- Changed the alert wording on the emergency department IT system (patient first) to ensure patients attending the department with a partner, where there is a known history of violence in one of the couple, will be separated and the opportunity taken to check on any concerns for personal safety.
- Where a patient is attending the emergency department and there is a known attempted strangulation attempt (ie a positive response to Q18 on the DASH form), there will be an automatic referral to MARAC.
- If there are children in the house a referral will be made to children's services

The domestic abuse policy has been updated to reflect these changes and training is ongoing to implement this as part of safeguarding procedures.