

DHR-4 Panel Recommendations Jan 2021								
No	Recommendation	Scope	Action to take	Lead Individual	Key milestones achieved in enacting recommendation	Start Date	Target Date	Outcome
	<b>Middlesbrough Community Safety Partnership</b>							
1.	That Middlesbrough CSP should seek written assurance from all relevant agencies that the interface between MARAC, MATAAC and MAPPA is understood and which process to apply in individual cases.	Cleveland	Community Safety Partnerships requests a review or audit of the arrangements effectiveness and governance of MARAC, MATAAC and MAPPA	Claire Moore DA lead Single Point of Contact for Review	Safe lives commissioned by OPCC and four LA's to undertake an in-depth strategic review.. The purpose is to ensure a standardised level of quality across the region	Jan 2021	April 2021	Ongoing The review will measure <ul style="list-style-type: none"> <li>To what extent does MARAC model in Cleveland adhere to Safe Lives Principles</li> <li>If screening processes enable the principles of effective MARAC to be reached</li> <li>Define what are the longer term outcomes and impact of MARAC model – does it make victims and</li> </ul>

								<p>their families safer &amp; how can Cleveland monitor performance</p> <ul style="list-style-type: none"> <li>• Consider how does MARAC link to wider safeguarding arrangements</li> </ul>
2.	<p>That each constituent agency of Middlesbrough CSP provide it with written assurance that staff in their agencies dealing with reports of anti-social behaviour, understand that it can mask domestic abuse and/or that the underlying cause maybe domestic abuse.</p>	Local	<p>Chair of Community Safety Partnership writes letter to Social Housing Landlords and Neighbourhood Teams to update on learning and requesting information regarding staff understanding and policy protocol they adhere to.</p> <p>Training provided to MBC Neighbourhood team in relation learning from DHRs and correlation between anti -social</p>	<p>Marion Walker CSP Lead Claire Moore DA Lead Jane Hill Strategic Community Safety Manager</p> <p>Claire Moore DA lead</p>	<p>Letter sent and responses reviewed and updated in CSP</p> <p>Training materials reviewed and developed to include learning points</p>	<p>April 2021</p> <p>April 2021</p>	<p>June 2021</p> <p>May 2022</p>	<p>Improved identification of indicators of abuse to increase safety of victims / pursue and deter perpetrators</p> <p>Early Identification of DA / Increase in referrals from Neighbourhood Teams to DA services or Safeguarding</p>

			behaviour and Domestic Abuse					
3.	That NPS and DTV CRC provide written assurance to Middlesbrough CSP that staff in their agencies have a good understanding of domestic abuse, including the ability to identify and respond appropriately when supervising offenders who are, or maybe, victims or perpetrators of domestic abuse.	Local	Chair of CSP to request NPS and DTV CRC attend DHR Steering Group meeting to update re progress in relation to addressing actions 3 & 4 and how changes will improve outcomes and update provided to CSP	Jane Hill Strategic Community Safety Manager	Invitation to attend DHR steering Group	April 2021	June 2021	Improved identification Increase in referrals
4.	That NPS and DTV CRC provide written assurances to Middlesbrough CSP that staff are provided with the training, tools and skills to meet their	Local	NPS to provide written assurance in relation to work undertaken in response to DHR.	Marion Walker Community Safety Lead  Ann Powell National Probation Service	Written report provided and shared with CSP members	April 2021	June 2021	

	<p>agencies standards when supervising victims and perpetrators of domestic abuse and that managers are supported by the processes, tools and have the skills to readily identify when the standards are not being met and take remedial action when they are aware this is the case.</p>		<p>DTVCRC provided update. Work undertaken in relation to</p> <ul style="list-style-type: none"> <li>-Policy and guidance –</li> <li>Training and development</li> <li>-Quality Assurance activity</li> <li>-Operational standards and benchmarking</li> <li>-Supervision and escalation processes.</li> </ul>	<p>Kay Nicolson DTV CRC Operational Manager</p>	<p>CRC review of domestic abuse policy and guidance to be undertaken</p> <p>CRC issue of guide to working with domestic abuse cases</p> <p>Monthly supervision for all practitioners</p> <p>Countersigning of all PSO grade practitioners assessment work</p> <p>Operational Minimum Standards for practitioners implemented</p>	<p>June 2018</p> <p>May 2019</p> <p>May 2019</p> <p>Nov 2018</p>	<p>June 2019</p> <p>July 2019</p> <p>July 2019</p> <p>Jan 2019</p> <p>Jan 2020</p>	
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						October 2019		
5.	That each constituent agency of Middlesbrough CSP provide it with written assurance that staff in their agencies dealing with victims of domestic violence, understand what DVPNs and DVPOs are and how they can be obtained.	Local	One minute Guide re DVPN and DVPOs updated on Middlesbrough council website as part of glossary of DA one minute guides  Chair of Community Safety Partnership and Domestic Abuse Strategic Partnership to seek assurance from agencies that staff are aware of information regarding DVPN's and DVPO's	Claire Moore DA lead  Marion Walker Community Safety Partnership Erik Scollay DASP Chair Claire Moore DA lead	One minute guide uploaded onto website  Agenda item on meeting to remind agencies information available	April 2021  April 2021	May 2021  Sept 2021	Review police data to understand if use of DVPN/ DVPO has increased/ how success measured and if breaches are being reported.
6.	That each constituent agency of Middlesbrough CSP provide it with a written report that		Community safety Partnership requests update from relevant lead in Middlesbrough Council responsible for implementing	Marion Walker Community Safety Partnership	Integrated model which includes homelessness/ substance misuse and domestic abuse services will launch	April 2021	April 2022	Trauma Informed training will be delivered during SW Practice week March

	<p>sets out how their agency engage with hard to reach victims of domestic abuse and those who have suffered previous trauma. This will identify learning needs and any good practice so that it can be disseminated locally and nationally.</p>		<p>Integrated model and MEAM in relation to progress re embedding trauma informed approaches.</p> <p>Navigator Partnership across 6 LAs has been awarded funding via MHCLG to with DA victims who are hard to reach and experiencing Complex need since 2016. MBC to consider how successful elements of this project can continue from April 2021 when funding no longer available</p>	<p>Erik Scollay Chair of DASP</p> <p>Claire Moore DA Lead</p>	<p>from April 2021. This is focused on adopting and embedding Trauma informed approach and is aligned with work going on in Adult and Children Services</p> <p>New burden Funding awarded to MBC announced Paper presented re LMT re financial envelope and consideration if some of funding should be used to sustain Navigator Dispensation approved SLA's renewed and revised until April 2022</p>	<p>March 2021</p>	<p>April 2022</p>	<p>2021 for staff within integrated model/ Children's and Adult practitioners</p> <p>A trauma informed framework developed by integrated model to ensure agreed principles and understanding across partnership</p> <p>Service users who experience barriers to accessing accommodation due to high harm / high vulnerability are supported via dedicated role within DA service</p>
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7.	Middlesbrough CSP and Durham CSP should seek written assurance from Durham Constabulary and NPS that the failure to share information in this case has been resolved by new processes.	Regional	Chair of Community Safety Partnership to write to Durham Constabulary and NPS to request they review information sharing processes with other areas in light of DHR learning and recommendations.  Copy of Email sent to Durham and Cleveland OPCC	Jane Hill Strategic Community Safety Manager	Written update provided to CSP in relation to process introduced in response to DHR learning	April 2021	August 2021	Information sharing process agreed and applied consistently
8.	Middlesbrough CSP should review the effectiveness and if necessary strengthen the information provided to family, friends, neighbours and diverse communities about recognising the signs of domestic abuse and where they can go, if necessary	Local	Chair of Community Safety Partnership to write to agencies to request they review DA policies in relation to disclosure and routine enquiry in light of DHR recommendations  Community Safety Partnership will direct Domestic Abuse	Jane Hill Strategic Community Manager  Claire Moore DA lead	Agencies have DA policies in place - with understanding of how third party can disclose information  Information on website for friends and families updated and press release sent	March 2020	Nov 2021	Victims are aware of, and able to access services in an easy and timely way  Increased awareness of domestic abuse amongst friends family neighbours and diverse communities

	anonymously, with such information.		<p>Strategic Partnership and Communications team to review how information is currently provided to friends, family, neighbours and diverse communities via Middlesbrough council website and leaflets</p> <p>Middlesbrough Domestic Abuse Strategic Partnership to inform information sharing arrangements with partners developed as part of and develop agreed protocol in relation to information sharing, including how and if anonymous information should be acted upon</p>	<p>Claire Moore Domestic Abuse Lead</p>	<p>Agencies have and are adhering to information sharing protocol in place - with clear process for overcoming barriers and facilitating disclosure</p>	<p>Jan 2021</p>	<p>April 2021</p>	<p>Partners aware of, and participate in, awareness raising activity. Key messages and communication channels agreed and used by all agencies,</p> <p>Agencies access to and understanding of Information sharing protocol</p>
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9.	The learning from this review should be shared with Teeswide Adult Safeguarding Board.	Local	Email will be sent to TSAB to notify report published and offer to attend meeting to provide update if required.  7 min briefing prepared	Claire Moore DA lead	TSAB members aware of review and process for implementing learning and recommendations	March 2021	April 2021	TSAB aware of DHR and oversee across Cleveland identifying themes and opportunities for shared learning across Tees
<b>Cleveland Police</b>								
1.	The process in which Clare's law disclosure is made should be reviewed to ensure that requests are being processed in line with Home Office Guidance.	Local	The internal administrative process conducted by the support hub will be streamlined. A new dedicated problem solving team will commence working in the PVP support hub  A new process for the completion of emergency Claire's law applications is being introduced. This significantly reduces	Cleveland Police	Review completed and changes implemented	Oct 2020	Jan 2020	Timely intervention and problem solving support.  Claire's Law applications processed in a timely manner  Improved response rate re Emergency Claire's Law applications.

			the administrative backlog in some of the higher risk cases.					
<b>2.</b>	Message around the investigation golden hour to be disseminated. This is an action that is being replicated in the Crime allocation and Improvement Rapid Response plan	<b>Local</b>	To feature on newly promoted Sgt's and Inspectors course. Aide-memoire and guidance document provided for dissemination which is available on investigation standards sharepoint page.	<b>Cleveland Police</b>	All newly promoted Sgt and Inspectors have received an input on initial crime investigation. The need to secure early evidence in investigations has been reiterated in a message to all staff.  Guidance document in relation to "golden hour" and initial investigation standards produced in a draft form	Jan 2019          Dec 2019	May 2019       Jan 2020	Training provided to newly promoted sergeants       Ongoing standards event arranged across force
<b>3.</b>	Training to be disseminated to all operational officers around evidence led prosecutions.	<b>Local</b>	1. Briefings to be provided to all operational teams in respect of evidence led prosecutions. 2. All Sgts and Inspectors to	<b>Cleveland Police</b>	Newly promoted Sgt/Inspectors briefing completed in May 2019  Operational officers receive briefings on evidence led prosecution	Jan 2019	May 2019	All response teams have received a briefing on Evidence led prosecutions. 2. Newly promoted Sgt/Inspectors have received an input in relation evidence led

			receive input on evidence led prosecutions as part of newly promoted Sgt/Insp course.		Briefings conducted by domestic abuse Detective Inspector			prosecutions on their promotion course.  Outcomes Measure Data re number of evidence led prosecutions increase.
4.	ALL domestic abuse crimes should be reviewed by a supervisor prior to closure.	Regional	Agreement to be reached by heads of command in relation to enhanced supervision of DA cases. Agreement to be implemented within Crime Management Support Bureau (CMSB)	Cleveland Police	Agreed by heads of command and implemented	Oct 2019	Nov 2019	Approved by Local Policing commanders.
5.	Training and guidance around the quality of supervisory reviews to be cascaded to all supervisors as part of the Crime allocation and Improvement Rapid Response plan	Local	All Sgts and Inspectors to receive input on investigation standards as part of newly promoted Inspectors/ Sgts course	Cleveland Police	Newly promoted briefing completed  Policy and Guidance document available for reference "Crime Supervision Guidance	Jan 2019	May 2019	Audits conducted to assess quality of supervisory reviews

<b>6.</b>	Domestic abuse policy to be updated in respect to the handling of “no reply” domestic abuse incident, or those where only one party has been spoken with.	Local	Policy holder to review and amend policy. Amendment to be disseminated to all operational teams and control room.	Cleveland Police	Domestic Abuse Policy updated and approved. Disseminated to wider partners	Oct 2019	Jan 2020	Domestic abuse policy revised and refreshed
<b>7.</b>	Review of control room management and tasking of domestic incidents.	Local	Significant review ongoing of Force Control Room, including the manner in which police respond to domestic abuse incidents	Cleveland Police	Review completed and if required change to policy and practise implemented	Oct 2019	April 2020	Cleveland Police have update deployment guidance in relation to domestic abuse incidents and as a result all domestic incidents result in the deployment of a police officer to see the complainant.
<b>8.</b>	Clear guidance to be created and circulated around the ongoing management of DA investigations where there is a suspect that still needs to be traced. Where a	<b>Local</b>	Definitive guidance on the use of “rolling arrest packages” for outstanding arrests.	<b>Cleveland Police</b>	Rolling arrest packages are used in all high risk DA cases. Rolling arrests are formulated for medium risks cases based on professional judgement	Dec 2019	April 2021	Monitor high risk cases effectiveness of rolling arrest packages

	suspect has not been arrested for a DA incident the requirement to arrest/trace them should be handed over to the over team.							
	<b>National Probation Service</b>							
1.	Details of DA history obtained from Police systems are routinely recorded in the Non-Disclosure Section of OASys, as well as in the Case Management System	Local	<p>Development day organised for staff in each LDU Cluster concentrating on domestic abuse issues.</p> <p>Policies and guidance re-issued at event which included “aide memoir to assessing and managing risk in domestic abuse cases”, “observations during and recording following home visits” and National Standards as found on Equip, the process</p>	<p>NPS</p> <p>NPS</p>	<p>Attendance for Offender Management staff will be mandatory.</p> <p>All staff have access to policies and guidance</p>	<p>Sept 2019</p> <p>Sept 2019</p>	<p>Oct 2019</p> <p>Nov 2019</p>	Information is flagged to any member of staff who may need to access the case record.

			mapping service for the NPS.					
			Partnership agencies invited to attend including a representative from MARAC and safeguarding within the police.	NPS	Broad representation attending development day across agencies	Sept 2019	Oct 2019	Improvement in multiagency working understanding of roles and responsibilities
			Meetings held in Durham to look at better ways of working with MARAC which will potentially involve Offender Managers attending conferences to provide updates and information.	NPS	Actions agreed at meeting and implemented Offender managers attending MARAC	Jan 2010	Jan 2021	MARAC minutes and action plan evidence benefit of offender manager input
			Durham LDU are in the process of having access to Police computer systems in each office in order to check for domestic	NPS	Access approved designated contacts responsible for this	Jan 2010	April 2021	Access approved – named contacts identified

			abuse information in relation to cases.					
<b>2.</b>	Home Visit Guidance is reviewed and re-issued to all staff in order to reiterate the importance of home visits and the purpose of them in identifying and addressing risk factors, particularly where there is a history of domestic abuse.	Local	Briefing issued to staff	NPS	National Good practice guide for home visits issued Briefing in Durham Audit booked in Cleveland Workshop for staff and managers delivered	Sept 2019	Nov 2019	All staff have access to home visit guidance and applying this in day to day practice
<b>3.</b>	Information to be provided to staff in relation to the importance of clear and accurate recording on the case	Durham and Darlington NPS	Briefing issued to staff	NPS	Briefing shared OSAG audits and HMIP preparation audits and HMIP audits to confirm that instruction being followed	Oct 2019	Oct 2019	Briefing shared with staff

	record of all offenders in order to ensure that all contacts, and work undertaken are evident to any authorised individual accessing that record.					April 2020	April 2021	Audit took place in 2020 outcomes need to be recorded
4.	Guidance to be re-issued to staff in relation to caretaking cases and the importance of good communication between staff and the expectations around enforcement when caseholders are unavailable/on leave. In addition to the timeliness of requesting caretaking	North East Division	Reinforce the national guidance and add additional NE best practice notes	NPS	Issue briefing and undertake review to check that it is being followed	March 2019	Nov 2019	Guidance issued Review undertaken  General compliance some issues so guidance re-issued
5.	National Standards guidance to be recirculated to staff in order to reiterate the level of contact expected and	Regional	Re-issue guidance	NPS	Issue guidance and then HMIP audit will check for learning	Nov 2019	April 2020	HIMP Audit report measured outcomes



	guidance around practice and expectations							
6.	Guidance to be reissued to staff in relation to information sharing with other agencies in particular the police and MARAC to ensure appropriate information is shared in order to manage risk effectively.	Regional	Ensure we have an up to date information sharing agreement  Ensure that there are systems in place to resolve disputes and blockages to information sharing	NPS	Durham and Darlington LDU and Cleveland LDU, Durham Police and Cleveland Police Review and sign updated information sharing agreement  Put in place meetings with police to ensure that information sharing agreement is working in practice	Nov 2019	April 2021	Information sharing protocol in place and all staff across services familiar with this
	<b>Durham and Tees Valley Community Rehabilitation Company (DTVCR)</b>							
1.	To improve DTV CRC's response and safeguarding of victims of domestic abuse Improved response to safeguarding of adults.	Local	Additional training recommended from victim perspective rather than current perpetrator led approach. DTV CRC Domestic Abuse Strategy and Practice Guidance to	DTVCR	Training plan updated Guidance written Publicised on intranet Delivered via team meeting initiatives.	Sept 2019	Jan 2020	Updated and refreshed practice – victim and perpetrator initiatives

			be developed and introduced.					
<b>2.</b>	Improved response to safeguarding of adults.	Local	Review of the DTV CRC Safeguarding Adults Policy and Guidance, launch of these via the DTV CRC Lets Connect staff intranet and discussion led by Operations Managers at Team Meetings	DTVCRC	Policies reviewed Publicised on intranet and delivered via team meeting initiatives	Dec 2018	Dec 2019	Policy and Guidance documents embedded into Responsible Officer practice with Operations Manager oversight.
<b>3.</b>	Consistent response across DTV CRC team areas to MARAC	Local	Current MARAC processes across DTV CRC to be reviewed and standardised approach to be introduced	DTVCRC	MARAC review undertaken  Publicised on intranet Delivered via team meeting initiatives	July 2019  Aug 2019	Aug 2019  Sept 2019	Standardised practice with consistent administrative support
<b>4.</b>	Improved enforcement practice of Court Orders and defensible approach to absences.	Local	Standard supervision agenda set and introduced  Standard supervision agenda set and introduced OMS MIS reporting introduced	DTVCRC	Document written and publicised Used by managers in staff supervision.  Used by Deputy Directors & Managers  Review OMS team compliance and manager oversight.	Feb 2019  March 2019  March 2019	March 2019  April 2019  April 2019	Improved manager awareness of case-loads within team and prompt response to non-compliance.  Improved enforcement outcomes

			<p>Enforcement project to review absences and Court work in relation to delivering the sentence of the Court</p>	<p>Operational report created to monitor compliance with minimum standards implemented with teams.</p> <p>Analysis of data Quality assurance processes reviewed and further developed Monitoring report and Management Information Review of structure to facilitate enforcement process.</p>	<p>Sept 2019</p>	<p>Dec 2019</p>	<p>Greater accountability and defensible practice outcomes</p> <p>Quality assurance Improved sentence confidence</p>
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5.	Improved effective management oversight of practice	Local	Creation of Internal Management Minimum Standards (OMMS), overseen by DTV CRC Deputy Directors	DTVCRC	Standards created  Published  Implemented via Operations Managers meeting  Report created to monitor management oversights	Jan 2019	April 2019	Standards implemented and monitored monthly reports to Deputy Directors and discussed in supervision with Operations Managers.
6.	Improved Responsible Officer practice in regards to domestic abuse related information and the overall context of risk and case management.	Local	Standardised approach to MARAC       Monthly Responsible Officer supervision by Operations Manager following OMMS, reviewing individual cases and risks of harm	DTVCRC	MARAC review undertaken Standardised administrative processes Published on intranet Flow chart produced   OMMS created and implemented Standardised supervision agenda	Jan 2019	Sept 2019	Standardised process and greater administrative support for practitioners
						Jan 2019	April 2019	Oversight and scrutiny reporting to senior leadership team

			Operations Manager countersigning of OASys assessments, including risk of harm		Countersigning switched on for all PSO grade staff Countersigning for PO grade staff within 12 month timeframe	Feb 2019	March 2019	Oversight and scrutiny Quality Assurance reporting to senior leadership team
			Risk Management Plan template use		Template developed Training devised Training implemented Published on intranet Disseminated in team / hub meetings Monitored via quality assurance framework	Jan 2019	Feb 2019	Training and Strategy pending  Organisational approach to domestic abuse. Interventions to appropriately address risk
			Domestic abuse strategy and guidance to be developed and introduced as standard working practice.		Updated policy and guidance Strategy plan on a page to be created Domestic abuse training to be delivered Strategy to be launched Publicised on intranet Disseminated via team / hub meetings Domestic Abuse 121 programme of	April 2019	April 2020	Consistent approach to risk management and multi-agency engagement

					intervention reviewed and updated DA 121 training devised and delivered			
7.	To enhance the skills of practitioners to recognise escalating and dynamic risk factors and respond to these effectively.	Local	Risk of Harm training for all practitioners and Operation Managers, with follow up training to review effectiveness, facilitated by HMIP Inspector.	DTVCRC	Training devised Delivery in conjunction with HMIP Inspector All operational staff to complete Review training Consolidate training with further training events	Feb 2019	Sept 2019	Enhanced practitioner skills and awareness raising