



Surrey Police Domestic Abuse Action Plan: March 2017 – March 2019

In 2014 HMIC undertook a national inspection of the police's response to domestic abuse. The resultant report, ***"Everyone's Business: Improving the Response to Domestic Abuse"***, highlighted a series of both national and local recommendations for each force to progress and publish as part of a Domestic Abuse Action Plan. Following the identification of these actions, Surrey Police has developed a clear and unambiguous vision for public protection, including domestic abuse:-

"To make Surrey Police a leader in public protection through quality safeguarding, investigations and the effective targeting of perpetrators."

Surrey Police continue to work, with partners, to address all of the HMIC recommendations, but also to go beyond expectations and seek to make our service to survivors of domestic abuse, their families and the wider community, the safest and most effective it can be.

Part of this commitment to excellence involved the force investing in the *DA Matters Change Programme* and obtaining an independent 'Health Check' of our response to DA by leading charity, SafeLives. This new DA Action Plan, therefore, contains those actions suggested as part of this 'critical friend review' - In their report SafeLives commented:

"It is clear that those who respond to DA in Surrey Police have the appetite and energy to do the best job possible for families experiencing domestic abuse. It is also clear that DA is a top priority for Surrey Police and this is known to all staff. Surrey Police have been open to examination during the health check and transparent with their processes. The staff interviewed were all helpful and honest and demonstrated a desire for their force to be the best it could in relation to domestic abuse."

[SafeLives 20.04.2017]

This is Surrey Police's updated and refreshed two year **2017-2019 DA Action Plan** and includes the specific points raised within Recommendation 3 of the latest HMICFRS Domestic Abuse Thematic Report, published in November 2017 to highlight the key areas on which we continue to focus.

Key Actions / Recommendation Reference	Objectives	Progress & Plans	Timescale / Review Date	Owner(s)	BRAG
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<p>HMICFRS - 8448 National Rec. 3 (Nov 2017)</p> <p>Recording:</p> <p>There is considerable variation between forces in the proportion of recorded crime identified as relating to domestic abuse. Forces need to ensure that domestic abuse crime including coercive control is being correctly identified and recorded.</p>	<p>How we will continue to improve:</p> <p>Surrey Police will continue to monitor the accuracy and timeliness of incident and crime recording by utilising embedded audit and review functions and feeding back to individuals or addressing wider training needs/knowledge gaps and resolving via communications, use of DA Mentors and delivering training.</p>	<p>August 2018 update:</p> <p>Audit completed: A dip sample of 120 Niche Occurrence's which had a DA flag, over the period of April 2018 - June 2018 were audited to identify if there are any hidden offences of controlling or coercive behaviour.</p> <p>Results show a 95% compliance rate. This is very positive news, yet we strive for continued improvement.</p> <p>As a result of this audit further reminder and advisory messaging will be disseminated by Force Advisor around CCB identification and recording.</p> <p>Training input on DA/Harassment for West Surrey division is booked for CPD in November 2018 by Force Advisor</p>	<p>Ongoing with quarterly progress reviews by D/Supt</p>	<p>DA Portfolio Lead and Force DA Advisor</p>	
		<p>June 2018 Update:</p> <p>The force has a number of methods in place to ensure continuous improvement in the recording of DA related offences and incidents.</p> <ul style="list-style-type: none"> ▪ Reviews of dip check samples or targeted reviews by the review officers/force DA advisor to continue taking place. ▪ All updates with regards recording are shared in force via the FCR and Force advisor (e.g. change to single incident rule around Stalking and Harassment recording. ▪ Force DA Matters Mentors and Stalking SPOCs to continue to review NICHE reports and feedback on quality and accuracy of recording, identifying areas for learning/development and feeding back to Force Advisor. ▪ Central DA Matters Mentor email function which sends out updates and guidance to the force mentors (<90) for sharing within teams and departments to ensure continuous awareness is maintained. This will continue to be expanded with new Mentors being trained in September and November 2018. 	<p>End November 2018</p>		

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<p>HMICFRS - 8448 National Rec. 3 (Nov 2017)</p> <p>Positive and preventative action:</p> <p>Nationally, arrest rates for domestic abuse are falling, with large variations across forces. There are considerable variations in the use of preventative measures. Forces need monitoring processes, supported by accurate data, to ensure that they are taking positive action such as arrest, and are making effective use of powers, for example DVPOs and the DVDS. Where orders or bail conditions are breached, forces need to ensure that there are appropriately robust processes in place to take action.</p>	<p>How we will continue to improve:</p> <p>We will continue to monitor closely arrest rates and use of orders such as DVPN/Os via regular scrutiny from DA governance structures.</p> <p>Any decrease in use will be identified and action required to improve implemented by Force DA portfolio Lead and Force Advisor.</p> <p>We will continue to work with partners to jointly commission services that meet the needs of victims and are undergoing analysis work to ensure any service specification is bespoke, efficient and fully comprehensive.</p>	<p>August 2018 –</p> <p>Recent data shows that DVPO breaches recorded have decreased, we believe this is not representative of orders not being breached, but that improvement is needed in policing existing orders and ensuring robust action/arrest taken when breach identified.</p> <p>The Force advisor has provided face to face inputs to CTC and all FCR rotas around the need to correctly prioritise breach of orders/bail etc and deploy resources to ensure swift action can be taken. Renewed communications drive around use of DVPOs and DVDS etc to be considered for last quarter.</p> <p>This will continue to be monitored.</p> <p>May 2018 –</p> <p>We have recently updated and improved our Outreach referral form and guidance, to encourage the referral of victims of any risk level to be offered and referred to specialist support services.</p> <p>November 2017 –</p> <p>Surrey have regular embedded monitoring processes, supported by accurate data, provided by the Performance Monitoring DA Dashboard via the Data Warehouse.</p> <p>Public Protection Executive Board (PPEB) DA management board (DAMB) and DA Delivery Group (DADG) provide strategic governance and oversight to ensure we are regularly scrutinising and assessing our performance and remain committed to continuous improvement. CPS have a representative at each of these groups.</p>	<p>Review October 2018</p> <p>Complete</p> <p>Complete and ongoing</p>	<p>Force advisor and Comms Lead for DA</p>	<p>Yellow</p>

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<p>HMICFRS - 8448 National Rec. 3 (Nov 2017)</p> <p>Building the investigative case:</p> <p>Forces need to ensure that there are clear standards and expectations, with effective supervision, for building the best possible case for the victims of domestic abuse whether victims support police action or not.</p>	<p>How we will continue to improve:</p> <p>Surrey Police will continue to provide clear standards and expectations, with effective supervision, to all staff investigating domestic abuse by ensuring clear, current guidance available to all staff.</p> <p>We will update our DA procedures to ensure they remain fit for purpose and focussed on the perpetrator and need to actively pursue third party prosecutions in all cases.</p>	<p>August 2018 –</p> <p>Messaging and training continues to focus on referrals to specialist support services, who can help break the cycle of abuse, being made at every possible opportunity by first responders and investigators.</p> <p>Training on the use of civil orders continues to be provided by the Force advisor to both APT and SIU teams.</p> <p>Victim blaming language/attitudes are challenged internally and externally when encountered but remains present as a culture not yet eradicated. Consistent and firm challenges, role modelling best practice and expansion of force’s DA Mentors network will be maintained throughout 2018/2019 to ensure continued improvement.</p>	<p>December 2018</p>	<p>DA Portfolio Lead and Force DA Advisor</p>	<p>Yellow</p>
		<p>DA Procedure review and update will be completed by end of 2018.</p>	<p>December 2018</p>		
		<p>April 2018 –</p> <p>We held a joint CPS and Surrey Police training event to look at how we continue to improve in this area and are now working together to develop a training package on Res Gestae and the hearsay pathways to encourage officers to use these as alternatives to victim evidence.</p> <p>DA Mentors who attended have been disseminating information via briefing, emails and PowerPoints to their teams reminding them to use Res Gestae and actively evidence gather at all DA incidents.</p>	<p>Complete</p>		
		<p>Ongoing and embedded training also highlights these routes (DA Matters and DASH accredited training).</p>	<p>Ongoing</p>		
		<p>Local Procedure developed and updated that references APP and national best practice.</p>	<p>Complete</p>		

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<p>Action 1</p> <p>Conveyance of risk information (1.4)</p> <p>The force should review the mechanism of how information is provided to officers in respect of both victims and those perpetrators assessed as being the greatest risk to victims.</p>	<p>(HMIC)</p> <p>The force should review the mechanism of how information is provided to officers in respect of both victims and those perpetrators assessed as being the greatest risk to victims.</p>	<p>August 2018 -</p> <p>Dip checks conducted by the Public Protection Support Unit (PPSU) to ensure relevant information is being shared on ICAD and passed to officers; reminders/feedback provided as required.</p> <p>The Force has a DMM process in place on all divisions which assesses DA perpetrators on a daily basis.</p>	<p>Ongoing</p>	<p>DA Portfolio Lead and Force DA Advisor</p>	
		<p>DA Policy and Procedure which governs how the Force deal with DA and covers how information is passed to officers is due to be reviewed this year.</p>	<p>December 2018</p>	<p>Force DA Advisor</p>	
		<p>August 2017 –</p> <p>Briefing slides created and disseminated to teams within Contact Centre (CTC) and Force Control Room (FCR) reminding staff of information to check and share with officers attending DA incidents.</p>	<p>Complete 18.09.17</p>	<p>Force DA Advisor and Sarah DURSTON</p>	

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<p>Action 2</p> <p>Body-worn video (1.6)</p> <p>Implement the use of Body-worn video cameras for front line officers and ensure their effective usage upon attendance at domestic abuse incidents by means of developing clear guidance in line with APP</p>	<p><u>SURREY POLICE</u></p> <p>By December 2017 have a Roaming capability for Body Worn Video (BWV) across both Surrey and Sussex for all first responders including APT, TFU and RPU etc.</p> <p>Comms to gather and share examples where BWV has been used to good effect in DA cases</p>	<p>June 2018 -</p> <p>APT have BWV capability across all stations in Surrey. There is an exception with Camberley who have to use BWV docking equipment at Woking BC presently.</p> <p>There is also an issue with some SNT officers across Surrey which we are addressing as soon as local management identify those officers who have never received BWV</p> <p>The vast majority of APT and SNT do have personal issue cameras. A small minority of those camera carrying officers never use them.</p> <p>CPS state that BWV evidence is being used significantly by Surrey police. A significant portion of DA files now reference the use of BWV footage by officers. It is not always provided, as it is not always needed to progress the prosecution.</p> <p>Awaiting response from Craig to identify what further research identified as he was speaking to colleagues.</p> <p>Force Advisor has also been asked to circulate CPS's feedback to DA.</p>		<p>DCC Gavin Stephens;</p> <p>DA Portfolio Lead</p> <p>Force DA Advisor</p> <p>DA Comms Lead</p>	

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<p>Action 3</p> <p>Training and Guidance (2.1)</p> <p>Review the domestic abuse training programme and guidance currently provided to the force to ensure all staff/officers have a good understanding of and ability to recognise all types of domestic abuse, the dynamics between victim and perpetrator, particularly in relation to Coercive Control.</p> <p>This should include enhanced training for those staff within the Public Protection Investigation Unit.</p>	<p>HMIC</p> <p>Deliver effective training and gather feedback to ensure learning and iteration can be achieved to ensure continual professional organisational development</p>	<p>September 2018 – From November 2016 to date Surrey has been delivering DA matters training to all first responders. This includes specialist Public Protection staff.</p> <p>This training is now embedded in training programmes across foundation and crime and is mandated for existing staff, new joiners and transferees.</p> <p>Feedback and iteration of the package is produced via SafeLives who feed back to the force DA Matters lead, ensuring delivery is always current and reflective of latest iteration.</p> <p>CID remain a department with biggest deficit of trained officers, this is being addressed by L&D and more session created for them into 2019.</p>	<p>Review March 2019</p>	<p>DA Portfolio Lead</p> <p>Learning and Development department</p> <p>Force DA Advisor</p>	

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<p>Action 4</p> <p>Victim contact and Risk reviews (3.1)</p> <p>The force should review the contact that officers/staff have with victims throughout their involvement with the police, to give one single point of contact that is able to update them and ensure that the risk assessment is reviewed at every stage, to avoid fragmentation of service; this should include a process to update and re-assess risk to victims when perpetrators are released from prison.</p> <p>It is crucial that forces have clear policies, understood by all staff, setting out who is responsible for communicating bail, sentencing decisions and prison release information to victims.</p>	<p>SURREY POLICE</p> <p>Create templates within NICHE to ensure Victim contact and risk assessment is regularly completed</p> <p>Ongoing reviews and dip checks via Public Protection Support Unit advisors and auditors to ensure compliance.</p>	<p>July 2018 – Work with Prison Liaison officers is planned to be progressed by October 2018 to establish using their information/databases as many offences don't quite meet the threshold for probation involvement. Using PINs would enable a more consistent approach for police and victims.</p> <p>March 2018 - Allocated by D/Supt Blackburn for DS to liaise with probation and feedback to Force advisor (tasked on 15.02.18). PC Anderson to follow up by end April 2018.</p> <p>November 2017 – Still outstanding and awaiting confirmation as due out in next 'patch' of NICHE updates; close to delivery.</p> <p>Victim contact is Embedded practice, training arranged for front line staff in cycles between July and September, then September to December will highlight these issues further as they will concentrate on investigative strategies, victim blaming language, DVPN/O use, Use of arrest not Voluntary attendance in DA and Accredited DASH training, case building.</p> <p>November 2017 – Outstanding action for force advisor to liaise with NPS and KSSCRC to look at ways of ensuring there is a mechanism in place to re-assess risk to victims when perpetrators are released from prison.</p>	<p>End October 2018</p>	<p>DA Portfolio Lead</p> <p>Force DA Advisor</p>	<p style="background-color: yellow;"> </p>

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<p>Action 5</p> <p>Views of victims (3.2)</p> <p>Forces should have in place processes to seek regularly the views of victims of domestic abuse and to act on this feedback by incorporating changes into policy, practice and learning and development activities.</p> <p>These approaches should be reconsidered when the Home Office issues its guidance on obtaining the views of victims.</p>	<p>How we will do this</p> <p>Regular feedback is sought via Outreach partners and provided ad hoc to relevant department and via the Force DA Advisor as required.</p> <p>Implementation of DA victim survey process to comply with ADR44 via Kent Police.</p>	<p>Embedded as Business as usual -</p> <p>Jane Anderson from the OPCC conducts regular Victim focus groups to secure feedback which is shared with the multi-agency partners including police.</p> <p>Awaiting costs package from Kent Police in relation to proposal for them to undertake our ADR44 Victim Surveys.</p> <p>November 2017 – still awaiting contact from Kent as it is sat with their SMT regarding sign off. Supt Blackburn has chased Kent Police in Nov 2017 for an update</p> <p>March 2018 – In the absence of any progress from Kent Police, a process has been set up to complete the ADR44 requirement using the Outreach Advocate based at Staines. Final sign off meeting for this ahead of ‘go-live’ date is arranged for 10.04.18</p>	<p>Ongoing</p> <p>Review end Nov 2017</p> <p>11th April 2018</p>	<p>D/Supt Blackburn;</p> <p>PC Bridie Anderson</p> <p>OPCC</p> <p>Daisy Gibson</p> <p>D/Supt Blackburn;</p> <p>Daisy Gibson</p>	<p style="background-color: yellow;"> </p>

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<p>Action 6</p> <p>Neighbourhood Policing (3.7)</p> <p>The force should set minimum standards, through a mandated policy, of how safer neighbourhood teams across the force should respond and manage domestic abuse victims on their areas.</p> <p>All forces should define a clear role for neighbourhood teams in the response to domestic abuse cases. Greater use should be made of this important resource.</p>	<p>Surrey Police</p> <p>Implement force-wide PCSO car project to provide support and engagement with DA victims after initial contact.</p> <p>Implement and monitor process for ownership of DVPNs and DVPOs with SNT and support function when ongoing investigation owned by specialist department to enable taskings to SNT for proactive policing of orders/ Bail conditions linked to DA.</p>	<p>PCSO DA Intervention Role</p> <p>The initial training and project implementation June-July 2017; Thereafter, the project will be overseen on a divisional basis by the APT Inspector with responsibility for DA, with the assistance of a SNT Sergeant SPOC for each borough.</p> <p>Oversight for the project on a Force level retained by DA Portfolio Lead, to ensure consistency is maintained.</p> <p>The DA PCSO intervention role is to provide reassurance and safeguarding advice to victims of domestic abuse.</p> <p><u>DVPN/O Allocation and Ownership:</u></p> <p>SNT teams will support with the ownership, management and proactive policing of DVPOs in their Borough area – this includes developing a bespoke patrol plan inclusive of victim contact arrangements and tasking PCSOs with visits, drive-bys, order monitoring activities etc.</p>	<p>Complete</p> <p>Project go-live: 13th July 2017</p>	<p>D/Supt Clinton Blackburn;</p> <p>PC Bridie Anderson;</p>	<p style="background-color: #90EE90;"></p>
<p>Action 7</p> <p>Prioritising and allocating domestic abuse investigations (3.9)</p> <p>Domestic abuse cases should be prioritised and allocated for investigation on the basis of risk and</p>	<p>Surrey Police</p> <p>Ensure that any demand suppression practices are identified and challenged promptly and accordingly.</p> <p>Monitor and review cases where conflict</p>	<p>July 2018 - A structure is currently in place for the allocation of DA crimes on the basis of risk. Standard Risk DA matters are investigated and progressed by APT teams and Medium and High Risk by SIUs.</p> <p>On occasion, Medium Risk cases will remain with APT, with SIU support/oversight, when SIU resources are unable to own case in entirety.</p> <p>Concerns around the potential for demand suppression presenting</p>		<p>D/Supt Clinton Blackburn;</p>	<p style="background-color: #FFD700;"></p>

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<p>there should be a clear allocation and prioritisation policy for high, medium and standard risk cases. Forces should ensure their arrangements for doing so are effective.</p>	<p>arises and ensure Central Public Protection oversight is maintained and processes put in place or reaffirmed where required to ensure ALL allocations are risk led and victim focussed.</p>	<p>was identified by SafeLives in a 2017 review and relates to re-grading and re-allocation of DA cases between departments;</p> <p>In order to resolve this the DA Portfolio Lead, D/Supt Blackburn has created and disseminated a 'Divisional Framework for Managing Domestic Abuse'. This includes recommendations to ensure consistent best practice across the three divisions in Surrey.</p> <p>Accredited DASH risk assessment training has also been delivered across all relevant departments throughout 2017/2018 to ensure the process is fully understood.</p> <p>March 2018 – Paper in submission for proposed <i>DA Taskforce</i> pilot on East of county. This model is based on reducing ownership disputes and enhancing service to victims by a more specialist, efficient and streamlined investigation after initial response. Currently await approval by ACC ops.</p>		<p>D/Supt Clinton Blackburn;</p> <p>DCI Alex Geldart</p>	
<p>Action 8</p> <p>Partnership working/referrals (3.10)</p> <p>The force should improve the way it works with partner organisations to share information and safeguard vulnerable people, specifically in relation to making referrals to other organisations of children at risk.</p>	<p>Surrey Police</p> <p>To ensure regular updates of MASH structure, processes and functions are effectively communicated both internally and with partners</p> <p>To roll out and monitor success of Operation Encompass</p>	<p>August 2018 – MASH established and under new management both SCC and DI for Surrey Police. Positive changes in working practices have improved timeliness of DVDS disclosure process and CSODs.</p> <p>Op Encompass – run via MASH and business as usual.</p> <p>Outreach referral form updated with new guidance. Creation of new internal Victim Care unit will further assist in ensuring no opportunity to refer victims for specialist support is missed.</p> <p>Introduction of NICHHE PPN to replace SCARF is in process of being explored, this will be likely to further enhance effectiveness of referral process.</p> <p>March 2018 – meetings held to review outreach referral form as it is now NOT part of the new SCARF. PPSU and Information</p>	<p>Ongoing quarterly</p> <p>Ongoing quarterly</p>	<p>D/C/S Jon Savell;</p> <p>D/Supt Blackburn;</p> <p>D/C/S Jon Savell;</p> <p>D/Supt Blackburn;</p>	

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	<p>To improve the current Outreach referral form completion and submission process</p>	<p>management team working with partners to adapt and improve existing form in line with GDPR and to address data quality issues when officers complete.</p> <p>Through ongoing multi-agency meetings partnership relationships continue to grow – they provide a platform for problem solving and strategic planning, they include the DA Delivery Group (DADG) overseen by the DA management Board (DAMB)</p> <p>As both groups involve partners, and both co-chairs are non-police representatives (OPCC and NHS CCG), this allows for a positive, holistic working practice when it comes to information sharing and protecting the vulnerable.</p> <p>Recent/current initiatives to further improve are the joint vulnerable victim strategy; Surrey Joint SIU and PSD Protecting Vulnerable Victims Strategy and the creation of the DVPN Partner Agency Notification Form.</p> <p>Operation Encompass is underway and provides for better and timelier information sharing with education around Domestic incidents in which children are involved. 250 schools already engaged and DAMB chair writing to head of Education to request the outstanding SLAs be returned to enable wider roll out.</p> <p>Outreach forms and importance of competition reiterated to staff during training cycle of DASH training.</p> <p>Introduction of SCARF (Single Combined Risk Assessment Form) and preparation for the General Data Protection Regulation (GDPR) which will apply from 25th May 2018, is underway and will be reviewed in August in line with Outreach referral form process. This is due to go live 03.01.18</p>	<p>Review at next DADG 29/11/17</p> <p>Ongoing review</p> <p>January 2018</p> <p>May 2018</p>	<p>D/Supt Blackburn;</p>	

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<p>Action 9</p> <p>Domestic Homicide Reviews (DHRs) (4.5)</p> <p>The force should ensure there is a process by which learning from domestic homicide reviews (DHRs) and other learning is embedded in the way the force deals with domestic abuse in the future.</p>	<p>Surrey Police</p> <p>Utilise the Public Protection Support Unit (PPSU) to create an effective and efficient means of sharing and embedding learning from DHRs and SCRs within Surrey and from regional and national learning</p>	<p>August 2018 - Creation of a Public Protection Learning Log, as repository for collation and management of DHR lessons/actions, monitored by Force DA advisor (PPSU) under governance of PP DA portfolio Lead.</p> <p>New creation of DHR oversight group - chaired by SCC and attend by selection of partners to ensure all local and national lessons and actions are acknowledge, recorded, progressed and embedded as required. Being monitored for success and any iteration required.</p> <p>July 2017 – Updated Home Office DHR guidance made available on force intranet via the DA information Page: DA info page - DHR updated guidance and within the AP evidence folder: DHR guidance 2016</p> <p>October 2017 - Process of sharing learning is facilitated by MCRT/PPSU;</p> <p>Strategic Manager currently looking at embedding process more formally and working with CSP lead from Surrey County Council to achieve this effectively. This will be brought up in the DAMB in November 2017 as ideal place to explore this and to hold agencies to account to ensure the learning and recommendations are being embedded in the relevant organisations.</p> <p>Within the PPSMT meetings a Public Protection Learning Log, created by the Public Protection Strategic Manager, will also support with the DHR learning – ongoing and is still in development</p> <p>Attendance at all DHR/SCR meetings by DA Portfolio lead; deputy or Force DA advisor.</p> <p>March 2018 – Regular attendance at all DHRs and collation of all previous and current recommendations is ongoing and still underway. Review progress in mid-April 2018</p>	<p>April 2018</p>	<p>Tamara Cooper;</p> <p>D/Supt Blackburn</p>	<p style="background-color: yellow;"> </p>

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<p>Action 10 (10 – 22 SafeLives)</p> <p>Surrey Police should continue to support the DA Matters Mentors in a structured way, measure and evaluate their work and maintain a clear pathway to the leadership within Surrey Police to ensure the voice of the frontline responder to DA is available to assist with realistic strategic decision making around domestic abuse response.</p>	<p>SL/Surrey Police</p> <p>Have named DA Mentor Lead and route to DA leadership</p> <p>Run bi-annual CPD events for all force DA matters mentors, chaired by DA portfolio Lead, DA Mentor and Outreach Lead.</p> <p>DA Mentor lead to maintain record of all mentors and regularly ensure standards are maintained by checking work and giving feedback as required</p>	<p>March 2018 – CPD event held 27.02.18, attended by all Outreach providers, Chief Constable and DA portfolio lead – addressed ideas for role and reiterated importance and key requirements of role. 2nd event to be confirmed to replicate this for those mentors who were unable to attend. Then next CPD event (x2) to be arranged for Sept/Dec 2018.</p> <p>PC Anderson to have period of time to focus solely on this role and getting functions and resources etc in place. Not yet achieved, anticipated by end of April 2018.</p> <p>DA mentor lead/trainer is PC Bridie Anderson, supported by DS Vicki Preston and DA Portfolio Lead, D/Supt Blackburn.</p> <p>October 2017 - Ongoing and still in early set up stage. 72 DA Mentors live as of October 2017 and 1 more Mentor courses arranged for 10.11.17</p> <p>More work to be done with existing mentors to further develop role profile and terms of reference for feedback to colleagues etc. Aim to achieve this by next CPD event in February 2017.</p>	<p>Created Nov 2016 and ongoing</p> <p>12.09.17</p> <p>February 2018</p> <p>End April 2018</p>	<p>PC Bridie Anderson</p>	<p style="background-color: yellow;"> </p>
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<p>Action 11</p> <p>Surrey Police should ensure the use of EAP and OHU is monitored to ensure that patterns of use relating to domestic abuse are recognised and acted on to ensure compassion fatigue, occupational burnout and other negatively impacting helper conditions are kept to a minimum and teams and individuals are supported to continue to do this difficult job to the best of their ability.</p>	<p>Surrey Police</p> <p>For PPSU to arrange to meet with OHU and discuss action and plan how this can be achieved.</p> <p>Ensure all DA Mentors are appraised of EAP and OHU processes</p> <p>Increase number of DA mentors across the force trained in recognition of such conditions</p>	<p>August 2018 –</p> <p>Outstanding action - OHU rep/meeting with force advisor/DA mentor lead – to be arranged and completed by November 2018.</p> <p>Refreshed DA Mentor Role profile includes details of all support services available.</p> <p>Meeting planned for September 13th 2018 to discuss process/method of supporting staff suffering DA/perpetrating DA with Outreach, DA lead and PSD.</p> <p>CPD events to be booked in every quarter on rolling schedule.</p> <p>Next DA Mentor courses booked for September and November 2018 to increase cohort.</p> <p>CPD event to be booked for December 2018 and OHU lead to be invited to attend and speak.</p> <p>March 2018 – Update:</p> <ul style="list-style-type: none"> • No OHU rep/meeting yet – to be done by June 2018 • CPD events to be booked in every quarter on rolling schedule. <p>Next DA Mentor courses booked for September and November 2018 to increase cohort.</p> <p>October 2017 – delayed due to sickness. Force advisor will aim to re arrange by March 2018.</p> <p>Include in plan for each CPD event as a continual embedded reminder</p> <p>Nominations for DA Mentors continue to be sent to force DA mentor lead and list of those waiting courses continues to expand.</p> <p>A PP wellbeing group has been established in 2017. This board monitors stats from OH for all central PP staff</p>		PC Bridie Anderson	

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<p>Action 12</p> <p>Surrey Police should ensure this knowledge from action 11 and referral pathway is firmly in place and is monitored to assist the force to action where needed any emerging employee patterns of use.</p>	<p>For PPSU to arrange to meet with OHU and discuss action and plan how this can be achieved.</p>	<p>August 2018 -</p> <p>Outstanding action - OHU rep/meeting with force advisor/DA mentor lead – to be arranged and completed by November 2018.</p> <p>August 2018 – Force Advisor to complete by September 2018. This will include having designated OHU staff with enhanced DA awareness, DA Matters training and be link in with DA Mentor Leads.</p>	<p>June 2018</p>	<p>PC Bridie Anderson;</p>	
<p>Action 13</p> <p>Surrey Police should ensure that at all times going forward there is a DA Matters Mentor in each department and a critical mass of staff have been given the responders training.</p>	<p>To recruit a suitable DA Mentor within OHU department by end of year 2018</p>	<p>August 2018 -</p> <p>DA mentors span all divisions and majority of relevant departments; additional mentors are being recruited from within MASH and FCR, training being provided in Sept & Nov 2018.</p> <p>Scoping to be conducted as to whom would be best placed within existing OHU structure to undertake this training and role moving forward.</p> <p>DA Mentor Lead to email OHU and discuss – then arrange for attendance of nominee on DA Mentor course this year - to be arranged and completed by November 2018.</p> <p>August 2018 – Force Advisor to complete by September 2018. This will include having designated OHU staff with enhanced DA awareness, DA Matters training and be link in with DA Mentor Leads.</p>	<p>November 2018</p>	<p>PC Bridie Anderson;</p>	

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<p>Action 14</p> <p>Surrey Police should ensure both the additional training for trainers is sourced and that the DA Matters future training plan going forward is supported and comes to fruition.</p>	<p>To train up additional staff in order that there is increased resilience moving forward to deliver the DA Matters First Responder and DA Mentor training.</p>	<p>August 2018 – Additional trainers identified and being trained in other forces on the DA Matters train the Trainer courses.</p>	<p>November 2018</p>	<p>Joy Chant Rick Miller PC Bridie Anderson</p>	<p style="background-color: yellow;"></p>

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<p>Action 16</p> <p>Where checks are completed for those reporting DA the telephone number used to make the call should be checked by the call handlers in Surrey Police, thus allowing anonymous and dropped out calls from the same number to be identified providing the opportunity to identify patterns of abuse and CCB.</p>	<p>As above</p>	<p>As above</p>	<p>As above</p>	<p>Sarah Durston/PC Anderson</p>	<p></p>

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<p>Action 17</p> <p>Surrey Police should ensure all information given by the caller is recorded on ICAD and all ICADs are read prior to dispatch and prior to closure of a control room record. The original ICAD should always be reviewed to ensure all information is recorded on NICHE and therefore responders have all available information prior to attending the scene and at the start of any investigation of risk and gathering of evidence.</p>	<p>Advise all CTC/FCR staff of this requirement and ensure this is captured in any training for new staff, shared regularly by CTC supervisors and the SMT</p> <p>Dip checks on this to be conducted by PPSU to ensure it is being achieved and reminders/feedback provided as required.</p>	<p>August 2018 - all responding units have MDTs which enable access to view ICAD whilst mobile and obtain information in addition to that relayed via airwaves.</p> <p>As routine, the ICAD is reviewed either by original attending or secondary investigating officer/staff member.</p> <p>This recorded on OELs for auditability and no concerns regarding omission of this practice have been noted by PPSU advisor or review officers to date. It continues to form part of checks in any review completed of NICHE occurrences.</p>		<p>D/Supt Blackburn; PC Bridie Anderson</p>	

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<p>Action 18</p> <p>Surrey police should ensure that all those dispatched to DA incidents are given all information available from the ICAD including all checks whilst on route. This information should include the likelihood of CCB being present as assessed by the call handler who has been trained in CCB on the DA Matters responders training. This likelihood of CCB judgement should be gained from speaking to the victim and completing suitable history checks and should be recorded on the ICAD for future review during safeguarding and investigation work.</p>	<p>Advise all CTC staff of this requirement and ensure this is captured in any training for new staff, shared regularly by CTC supervisors and the SMT</p> <p>Dip checks on this to be conducted by PPSU to ensure it is being achieved and reminders/feedback provided as required.</p>	<p>August 2018 – PPSU have held 2 hour sessions/drop in briefings with CTC staff and supervisors around DA, specifically DVPN/Os and related risk; the three typologies of DA (CCB, violent resistance and situational couple violence). PPT slides followed as regular reminder for use in rota briefings etc.</p> <p>CCB questions and identification continues to form part of checks in any review completed of NICHE occurrences by PPSU (review officer/force advisors/DA Mentors).</p> <p>CTC and FCR staff continue to receive DA matters training as mandatory part of role training and cadre DA Mentors are present in both departments.</p>	<p>Complete</p> <p>Complete 18.09.17</p> <p>March 2018</p> <p>Ongoing</p>	<p>Supt Tom Budd;</p> <p>Sarah Durston;</p> <p>Tamara Cooper;</p>	<p>Yellow</p>
<p>Action 19</p> <p>Surrey Police should consider the use of a basic needs assessment which looks at the victims own existing plan to keep safe</p>	<p>PPSU force advisor to meet with local Outreach providers and research via POLKA and national counterparts what exists elsewhere and plan to</p>	<p>September 2018 -</p> <p>DA Mentor event held on 27.02.18 and involved a large number of the force's mentors from across roles and divisions as well as reps from all 4 outreach service providers. Training and discussion held and around the issue of victim safety planning, enhancing service quality</p>	<p>December</p>	<p>D/Supt Blackburn;</p> <p>PC Bridie Anderson</p>	<p>Red</p>

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<p>in addition to the DASH risk indicator checklist to ensure families and individuals experiencing DA receive a service which meets their need and risk level.</p>	<p>adopt best practice model within Surrey.</p> <p>(Research with use of POLKA; DA Champion/mentor network and SMEs)</p> <p>Utilise internal expertise from staff and officers (practitioners) to inform this also.</p>	<p>from police etc.</p> <p>Surrey are still not in a position where a template/consistent standard method of safety planning/assessment which is needs led and strength based has been created and adopted but this is part of the force advisor's plan of work up to December 2018 utilising skills and knowledge of DA mentors across the force.</p> <p>This will be reviewed by D/Supt Blackburn in December 2018 for progress update.</p>	<p>2018</p>		
<p>Action 20</p> <p>Surrey Police should devise a consistent secondary risk assessment tool to be used by all the specialist units and make this tool transparent to all responders. This tool development should involve victim's voice where possible and most importantly frontline responders should be part of the tools development along with the skilled individuals who work in the SIU teams. The eventual tool should include reference to</p>	<p>Identify what system/systems are currently used and develop a standardised and effective tool for use across the force to ensure consistency and transparency moving forward.</p>	<p>September 2018 -</p> <p>DA Mentor event held on 27.02.18 and involved a large number of the force's mentors from across roles and divisions as well as reps from all 4 outreach service providers. Training and discussion held around the issue of victim safety planning, enhancing service quality from police etc.</p> <p>Surrey are still not in a position where a template/consistent standard method of safety planning/assessment which is needs led and strength based has been created and adopted but this is part of the force advisor's plan of work up to December 2018 utilising skills and knowledge of DA mentors across the force.</p> <p>This will be completed in conjunction with the secondary risk assessment tool.</p> <p>This will be reviewed by D/Supt Blackburn in December 2018 for progress update from force advisor.</p>	<p>December 2018</p>	<p>PC Bridie Anderson</p>	

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<p>whether CCB exists or existed in the relationship. The language used in the tool must reflect the true responsibility for domestic abuse and not be victim blaming. It should also routinely involve contact with the victim.</p>			<p>June 2018</p>	<p>D/Supt Blackburn; PC Bridie Anderson</p>	
<p>Action 21</p> <p>Surrey Police should consider increasing the establishment of the specialist units to ensure all DA where the risk is identified as medium and high is investigated and the victims safeguarding handled by those units.</p>	<p>Monitor and review through divisional and PP SMT to ensure any resource issues are identified and rectified as a priority</p>	<p>August 2018 - Since the roll out of DASH training the volume of medium and high risk has increased into SIU. Action raised to red as this could affect staffing levels/workload size and welfare of existing SIU staff.</p> <p>DA 'A new way of working' Focus Group was held on 13th October 2017 and structured programme paper developed and proposed to ACPO throughout 2018 - currently on hold and with SMT/ACPO for authority to progress.</p> <p>Red until PPSMT have reviewed this.</p>	<p>Progress Review December 2018</p>	<p>COG D/Supt Blackburn</p>	
<p>Action 22</p> <p>Surrey Police should ensure that when they are continuing to work with a victim during an investigation or safeguarding plan and where there is no active</p>	<p>Ensure workforce have accredited DASH training and up-skill existing trainers to be accredited to deliver DASH training in the future to ensure maintenance of skills and standards moving forward.</p>	<p>August 2018 – Trainers now accredited in delivering DASH and this continues to be rolled out to SIUs, APT/NPT and now custody staff. Ongoing as embedded practice.</p> <p>The key re-assessment and risk review triggers are highlighted in this training and issued as reminders to staff/officers via the DA mentor network across the force.</p>		<p>Joy Chant; D/Supt Blackburn PC Bridie Anderson</p>	

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<p>involvement with a specialist DA service who is re-assessing risk, a re-assessment of risk using the DASH risk indicator checklist should take place following the below events;</p> <p>1.) Alleged offender release from prison, police station or other custody, or changes in bail conditions</p> <p>2.) Reoffending against the victim or other associated person including breaches in bail conditions, non-molestation orders or restraining orders.</p> <p>3.) Resumption of the relationship.</p> <p>4.) The victim indicates risk is changing due to other circumstance change.</p>					