

Test Valley DARDR SAR (Max) – ACTION PLAN

Recommendation	Scope of recommendation	Action to take	Lead Agency	Key milestones	Target date	Completion Date and Outcome
Sole agency recommendations						
Aster Housing						
Provide tenancy sustainment support for new tenants, especially where known vulnerabilities and risks.	Regional	Ensure tenancy sustainment continues to be available to new tenants especially where known vulnerabilities and risks.	Aster	<i>This action has been enacted since the period of this Review.</i>	December 2023	Completed December 2023 Tenancy sustainment remains in place and available to all tenants as required.
Ensure Aster attends domestic abuse MARACs and is involved in safeguarding enquiries and information sharing.	Local	Ensure Aster is involved with and represented on local high-risk domestic abuse MARACs. Ensure Aster is included in multi-agency information sharing and enquiries on domestic abuse and care and support needs when relevant, to enable tenant checks to happen.	Aster	<i>This action has been enacted since the period of this Review.</i>	December 2023	Completed December 2023 Aster attend all domestic abuse MARAC meetings. Aster is included in safeguarding related enquiries and information sharing.
Undertake the Domestic Abuse Housing Alliance accreditation for registered housing providers.	Aster	Prepare for accreditation and secure senior leaders agreement. Allocate resources to enable successful accreditation.	Regional	Senior leader meeting to agree in December 2024.	June 2026	Aster have decided not to resource and obtain the DAHA accreditation at this time as having explored this, it is felt that cases involving DA is already managed in line with the DAHA standards.

						Aster have signed up to the "Make a Stand" pledge in conjunction with many other RSL's as recommended by the CIH.
Develop domestic abuse policy and mandatory training on responses to victims and perpetrators.	Local / regional	Fully implement new Consumer Standards regarding domestic abuse so tenants access appropriate support and advice. Assess how perpetrator signposting and risk management process can be included into Policy and training, and update accordingly. Deliver domestic abuse specific training package to staff (mandatory for key staff).	Aster	Produce and implement a domestic abuse policy. Ensure policy includes identification and response to domestic abuse perpetrators. Develop specific domestic abuse training pack. Safeguarding training being rolled out to trades staff which includes domestic abuse. Simplify way for trades staff to report a safeguarding or domestic abuse concern via devices whilst in customer homes.	April 2025	Aster have fully implemented new consumer standards regarding Domestic Abuse. Tenants are able to access appropriate, specialist advice via ASB Team who can signpost / refer to relevant agencies. New legislation by way of social housing bill due to come into play in the near future in terms of managing perpetrators of DA. Policy and procedures will be amended to reflect these changes once it has been enacted. Safeguarding and domestic abuse training available to all staff. Trades staff can report DA / Safeguarding in a simplified way via their PDA's which has helped

						increase engagement and reporting.
GP Practices – Stockbridge and St Mary's, and Hampshire Integrated Care Board						
Clarify actions need to be taken following receipt of a Police Protection Notice.	Local	Review learning from Review Clarify amongst staff when safeguarding referral are made following receipt of PPN.	Stockbridge Practice	Discuss learning in Learning Event Meeting September 2024.	September 2024	Completed
Identify and deliver domestic abuse training for the clinical team.	Local	Seek appropriate domestic abuse training and arrange for staff to attend.	Stockbridge Practice	Deliver training to ensure that 80% of clinical staff have received bespoke domestic abuse training	December 2025	June 2026: 95% of both clinical and non-clinical teams have completed domestic abuse training.
Ensure GP Practice correctly codes and flags vulnerable adults to inform effective response.	Local	Share learning about coding of vulnerable adults at staff clinical meetings. Update adult safeguarding policy to include coding of vulnerable adults or adult at risk code to the medical records of any adult who is identified as having care and support needs that may put them at risk of abuse or neglect. Amend 'was not bought protocol to include vulnerable adults'.	St Mary's Surgery	Learning shared with clinical colleagues. Policy updated following learning discussion, and updates disseminated to inform practice. Share learning regarding coding and protocol for vulnerable adults who have not been bought to appointment.	November 2024	Completed St Mary's have shared this learning point at our clinical meetings. Policy reviewed in November 2024. The adult at risk 'was not bought policy' means when appointment not attended additional efforts will be made to make contact to check on well-being and

						encourage engagement.
Appoint a safeguarding coordinator to manage safeguarding administrative tasks.	Local	Funding to be secured and role to be filled.	St Mary's Surgery and Andover Primary Care Network	Safeguarding coordinator to be appointed.	September 2024	Completed The Andover PCN fund St Mary's safeguarding coordinator. Safeguarding documentation (including MARACs) now coordinated by one person, and improves/addresses identification of gaps.
Participate in new service which caters for patients with mental health needs (particularly with regards to prescribing mental health medications) in the context of substance misuse.	Local	Participate in new partnership service delivery across Hampshire – for people with mental illness and coexisting substance use.	St Mary's Surgery and Andover Primary Care Network	Engage and participate with No Wrong Door: adult community mental health transformation programme across Hampshire, Southampton, Isle of Wight, and Portsmouth.	Ongoing	Completed
Support GP practices to have the tools and confidence to identify and respond to domestic abuse.	Regional	Domestic abuse training for primary care.	NHS Hampshire and IOW	Domestic abuse training to be commissioned and delivered to primary care. Training to be delivered at Hampshire wide primary care training events.	December 2024	Completed Domestic Abuse training from Stop Domestic Abuse has been commissioned.
Deliver a domestic abuse care pathway and develop strong working relationships with local domestic abuse services	Regional	Continue to commission specialist domestic abuse service to healthcare professionals in Hampshire.	Hampshire CC Public Health / NHS Hampshire and IOW	Specialist service commissioned to be delivery partner across Hampshire.. Service to include - implementing care pathway for patients disclosing domestic abuse	Training to happen by December 2024	Completed Service in place.

				- designated position/ service responsible for the initial assessment of victims. - commissioning training for practice teams on identification and response to domestic abuse.		
Roll out the Veteran Friendly Accreditation developed by Royal College of GPs and NHS England, across GP Practices to identify, understand and support veterans and refer to specialist health services.	Local and regional	Learning from this DHR to be shared with practices across Hampshire to encourage more practices to become veteran friendly.	NHS Hampshire and IOW	Learning to be shared with GP safeguarding leads in Hampshire	December 2024	Part-completed St Mary's is a veteran friendly service.
Hampshire County Council – Adults Health & Care (AHC)						
Improve interaction between AHC and HRDA/ MARAC, to ensure appropriate identification and response to safeguarding concerns and care and support needs of individuals in line with the Care Act 2024	Local – Hampshire	Review of process involving senior stakeholders to identify and deliver improvements so that there is effective joint working between AHC and HRDA/ MARAC, to ensure AHC identify and response to risk and need according to Care Act duties.	HCC	Learning and data about AHC interaction with MARAC / HRDA to be shared with Strategic Safeguarding Lead and Principal Social Worker. Ensure that AHC attendance at MARAC is by qualified practitioners. Implementation of Team Manager oversight for AHC	December 2024 April 2024 April 2024	Completed. The review has identified improvements which will now be taken forward through engagement with partner agencies. Completed Completed

				Care Act decisions made within HRDA/MARAC Reflective session for MASH practitioners around professional curiosity and recognising safeguarding concerns in high-risk complex domestic cases.	January 2025	A number of reflective sessions have taken place in team meetings over 2024. A further session is planned for January 2025.
Deliver increased training compliance in relation to domestic abuse.	Local – Hampshire	Initiate focused campaign to promote domestic abuse Training, led by Principal Social Worker Continue to offer domestic abuse training of high standard in variety of formats (e-learning, virtual and face-to-face)	HCC	Monthly review of training attendance figures Monthly sharing of training figures with operational managers	All staff to have completed training by 30 January 2025.	In December 2024, the Principal Social Worker launched the campaign, requiring all staff to complete the e-learning by January 2025. Additionally, AHC's Learning and Development Team and Strategic Safeguarding Team have been promoting further face to face and online courses, delivered both by AHC and by external partners.
Improve Care Act compliance demonstrated by evidence-based decision making, particularly within S42 enquiries.	Local – Hampshire	Increased audit of S42 enquiries for Mental Health Teams, through the AHC Quality Assurance Framework	HCC	Monthly review of S42 Quality Assurance Framework data	November 2024	Completed. The relaunched AHC Quality Assurance Framework now includes a specific audit for the quality of S42 enquiries. Practitioners are now required to be audited on an increased minimum of three cases across the year. Data and trends are

						monitored via the Practice Improvement Network.
Deliver consistent and timely application of Care Act 2014 particularly regarding identification of care and support needs for adults experiencing domestic abuse and undertaking Care Act S9 assessments	Local – Hampshire	Initiate 'Priority Resolution Team', a project team to reduce Mental Health team waiting list numbers/ complete Care Act S9 Assessments and respond to high-risk priority cases. Develop prioritisation criteria, revised allocation screening processes, practitioner guidance and governance/minimum standards for Mental Health Teams' duty functions and waiting lists.	HCC	Monthly review of waiting lists by operational service managers Monthly reporting of waiting list figures to performance and governance structures	March 2024 November 2024	Completed. Completed. The criteria, process and guidance was launched in November 2024 and applies to all care groups.
Hampshire Hospitals NHS Trust						
Improve system to ensure an increase in safeguarding adults' referrals to Adult Service and involvement of HHFT Safeguarding Adults team.	Local	Regular meetings between HHFT safeguarding team and Adult Services Increase awareness of care and support needs of patients relating to domestic abuse, alcohol dependency	HHFT	Fortnightly meetings between HHFT Safeguarding Adults team and Adult Services in Basingstoke Hospital to talk through ongoing referrals and discuss any upcoming concerns. Bespoke training for ED to focus on self-neglect, domestic abuse, and support needs of veterans	July 2024 Ongoing	Completed

		and self-neglect, and support for veterans.		(provided by commissioned domestic abuse service).		
Improve and monitor effectiveness of referral pathways to STOP Domestic Abuse hospital teams.	Local	Domestic Abuse pathway updated. Online training developed.	HHFT	Pathway promoted across teams. Training delivered. Reports on effectiveness reviewed quarterly.	July 2024	Completed The domestic abuse service at HHFT is a commissioned service required to report to HHFT quarterly on the effectiveness of domestic abuse referrals
Implement routine enquiry for domestic abuse, in accordance with statutory guidance and in partnership with the commissioned domestic abuse service.	Local	Routine enquiry forms part of the domestic abuse training, Ensure it forms part of the ED clerking assessment, where there are possible indicators of domestic abuse.	HHFT	Embed routine enquiry into HHFT's development of an all-digital service	October 2024	Awaiting full implementation of digital service
Ensure domestic violence training is mandatory across Levels 1-3, and completion to be monitored.	Local	Make domestic abuse training mandatory across all levels of safeguarding adults and children training System in place to monitor completions.	HHFT	Training compliance is monitored by the local training platform - training compliance is monitored by the safeguarding assurance group and reported to the ICB on a quarterly basis		Completed
Inclusion Hampshire (Midlands Partnership Foundation Trust)						
Improve earlier information sharing with consent to ascertain agencies involved in supporting a person.	Local	System to gain an individual's consent early on to share information between agencies, and regularly re-visiting this consent to share.	Inclusion	Process review on going within local teams.	October 2024	Completed This has been reviewed Hampshire Inclusion and 'new to service' assessment has been

		System to gain consent from an individual to advise a partner agency should they drop out of treatment/disengage with one service.				reviewed to obtain consent to share appropriate and proportionate information with the referrer and other agencies to protect person accessing service from harm and abuse.
Increase awareness regarding signs of domestic abuse, relating to both perpetrators and victims, leading to increased confidence of staff to manage and support both victims and perpetrators.	Local supported by MPFT safeguarding service	Complete audit of clinical records regarding domestic abuse enquiry and actions taken for disclosures from victims and perpetrators. Ensure Inclusion staff undertake domestic abuse training relating to identifying and responding to victims and perpetrators of abuse.	Inclusion	Audit by dip-sampling clinical records where domestic abuse has been identified, for action taken, and address any improvements required. Inclusion services have access to - domestic abuse training - Level 2 awareness of domestic abuse and level 3 that includes enquiry, making a referral to MARAC and safeguarding. - designated domestic abuse lead for advice and support - intra-net page for information regarding domestic abuse.	June 2025 October 2024	Strengthened integrated pathways between Inclusion and Hampshire domestic abuse services. Completed

Police: HLOW Constabulary						
Ensure that the decisions of priority and repeat victims are clearly recorded, including their reasons for not wishing to support a police investigation or later withdrawing their support.	Local	Communication to all investigators to remind them to place victims at the centre of all police contact.	HLOWC	- Putting victims first is one of the force priorities. - Investigation briefing packs have been developed to outline what a good investigation looks like for officers and supervisors. This includes placing victims first, relentlessly pursuing suspects, policy compliance, appropriate risk assessments, thorough investigation plans, accurate crime recording and identifying all reasonable lines of enquiry. - Launch of a two way messaging service for victims to allow them to send their OIC a direct message using the portal and the OIC can respond using the Niche OEL. - As part of the Police and Crime Commissioner's police and crime plan to improve outcomes for victims, the OPCC has introduced victim's hubs in local police stations. These includes drop in sessions	February 2024	March 2024 - OPCC victims hubs launched in February 2024 - Two way messaging service for victims launched in February 2024 - 24/7 support line for victims launched at the beginning of 2024. - Guidance on protective orders circulated and available on the force intranet placing the emphasis on the perpetrator and not the victim. - The Power and Control wheel is also available on the force intranet to highlight the different stages of CCB and how these can be seen in the daily life of a victim. This includes how a victim of CCB may be perceived as 'non-engaging'. - College of Policing 'myth busts' on the force

				and become an additional provision of service. -HLOWC to launch a 24/7 Support Line for victims of rape. This is a government-funded service operated by Rape Crisis England & Wales with specialist operators available on the phone or webchat providing information and emotion support and signposting to longer term services such as ISVAs. -Victim Contact Management module to be completed for every victim of crime.		intranet for why victims may appear unwilling to engage to prompt officers/staff to think of alternative ways to capture evidence. -Investigation briefing packs completed -Assistant Chief Constable for Crime and Criminal Justice circulated a message in February 2024 reminding all officers and staff to use the Victim Contact Management module to manage and document victim's wishes and record changes such as a new OIC and review risk to the victim. -A final victim based working sheet is now on RMS to record victim's decisions and reasons for withdrawing support.
Domestic Abuse Lead to consider a dip sample of outcome 16 (suspect identified, victim does not support or has withdrawn support) high risk domestic abuse	Local	DA Champions to complete a dip sample of outcome 16 high risk domestic abuse cases.	HLOWC	-Changes in crime allocation policy: medium risk domestic abuse cases that can't be dealt with by timely voluntary attendance and out of court disposal will now sit with PIP1 in the	June 2024	June 2024 -QUATT dip sampling underway. -CIT/CID teams have a Detective Inspector leading who has

investigations to ensure that all key lines of enquiry were followed, full use of the PACE custody time limits and opportunities for evidence led prosecution were fully explored				Custody Investigation Team (CIT)/Criminal Investigations Department (CID). -Review deployment to ensure all key lines of enquiry are identified quickly and followed up - A knowledge hub to be developed for investigation best practice for all crime types. -Expand Investigation Advisors across all force areas. Investigation Advisors can support DPT and NET officers, sergeants and inspectors by reviewing crimes and assisting with lines of enquiry, case-file building and interviewing. -Investigation briefing packs to be developed to outline what a good investigation looks like for officers and supervisors. This includes placing victims first, relentlessly pursuing suspects, policy compliance, appropriate risk assessments, thorough investigation plans, accurate crime recording and identifying all reasonable lines of enquiry.	experience with managing PACE custody time limits. -PIP2 staff receiving training on custody time limits. -PIP2 management has seen an increase in charged cases, DVPNs and Right To Know applications since August 2023. This remains the case as of March 2024. - All grade 2 domestic abuse incidents and any incidents involving children are now prioritised for deployment over other grade 2 incidents to ensure officers are on scene within 60 minutes. -Movement of high risk domestic abuse cases to the highest trained officers (PIP2) will ensure all lines of enquiry are completed with oversight from PIP2 supervisors. -Investigation briefing packs completed
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				-QUATT dip sampling to commence in June 2024. Inspectors will review 3 crimes a month to ensure that reasonable lines of enquiry are being followed, aligning the crimes with the investigation briefing pack. The results will be tracked and fed back in area performance meetings and raised at an investigation oversight board chaired by ACC of Crime and Criminal Justice.		-Assistant Chief Constable for Crime and Criminal Justice circulated a message in February 2024 reminding all officers and staff to use the Victim Contact Management module to manage and document victim's wishes and record changes such as a new OIC and review risk to the victim. - Operation Soteria is exploring products (subcodes) to provide the Constabulary with an auditable record of victims' decisions and their reasons when they withdraw support, and that it documents whether it has considered evidence-led prosecutions in all such cases.
Domestic Abuse Lead to increase awareness amongst frontline officers and staff of the effect that multiple and complex care and support needs can have on victims of domestic abuse, including how this can impact on their mental capacity, recollection,	Local	Officers and staff to be reminded of factors that can increase vulnerability to harm and exploitation.	HIOWC	-Specialist Trauma Informed Practitioners (TIPs) to patrol with officers and help embed trauma informed policing through training. -Drug related harm to sit under the Priority Crime Team (PCTs) including drug related violence, cuckooing, habitual knife carriers, the use and supply of controlled	March 2024	March 2024 -TIPs established in force, commissioned by the Violence Reduction Unit for a proposed period of two years. -Officers and staff now receive trauma informed training through 'Rock Pool'.

decision making and increased vulnerability.				drugs and County Lines. PCTs to have ownership of all red (highest risk) Operation Fortress addresses with the assistance of Neighbourhood Enforcement Teams (NETs) to patrol and attend as required. -Officers from the High Harm Team (HHT) to be reallocated to PCTs and NETs so there is retained knowledge. PCTs to attend MARAC for their district and manage repeat, high risk domestic perpetrators. The new model allows for a holistic knowledge of individuals in the local area and a better informed picture of wider issues impacting on individuals. -Designated Neighbourhood Officers (DNOs) to be introduced. -PCSOs on NET to be specially trained in problem orientated policing approach to tackle the underlying issue and develop tailored responses to victims of crime.	-In-force IDVA from Stop Domestic Abuse in place who can provide further advice and support. -New area model now embedded and designed to tackle district hotspots and priority offenders. -DA Learning Panel to assist in identifying district areas of concern. -PCT/NET officers being prioritised for DA matters training if not already completed. -PCT attendance at MARAC so actions can be assigned and completed quicker. - PCT officers/staff all trained as Domestic Abuse Champions. -DNOs assigned, specially trained in problem-orientated policing to identify district issues and tailor responses -Training packages for domestic abuse include impact of substance misuse and mental health on the victim and perpetrator.
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Head of Public Protection to remind MASH coordinators that where PPNs for adults at risk evidence multiple care and support needs, PPNs should be routinely shared with health and social care agencies.	Local	Training to be rolled out to MASH coordinators regarding multiple care and support needs, vulnerability and sharing thresholds for ASC.	HLOWC	-Meeting with police MASH and ASC arranged for April 2024 to discuss PPN sharing thresholds -Mandatory training to be rolled out to all MASH coordinators on adults at risk. Emphasis will be placed on the need to share PPNs with multiple agencies and not just consider the main presenting need. Training to include that some concerns routinely shared with the GP (mental health, substance misuse, medication concerns) may result from care and support needs and that these should also be shared with ASC	April 2024	April 2024 -Agreement with ASC that PPNs evidencing multiple care and support needs and to be shared with ASC MASH. -Training underway, this is rolling training to ensure all MASH coordinators are trained, including new recruits and agency staff so there is no end date.
Domestic Abuse Lead to consider the implementation of an older adults DASH risk assessment for use with domestic abuse victims over the age of 60.	Local	Resources highlighting how domestic abuse impacts on older adults to be added to the Domestic Abuse Hub resource page on the force intranet.	HLOWC	-Training to be updated to include specific risks to older adults -Consider amendment to 'officer observation' box on the PPN/DASH for age-specific risk questions -DA Champions to dip sample domestic abuse occurrences for older adults to identify areas for improvement and good practice via the Domestic Abuse Learning Panel.	March 2024	March 2024 -The Constabulary now promote 'Hourglass' services to safeguard older adults. Hourglass run a webinar on older male victims of abuse that officers/staff can access -Domestic Abuse Lead to capture learning from this DHR to use as a case study in future domestic abuse training -Domestic Abuse Hub resources for officer and

						staff updated with links to support and resources for older adults
Promote the Paragon Male Pattern Changing Course, the Men's Advice Line and toolkit provided by Respect and the national male victim standards on the force intranet and via internal communications to increase officer and staff awareness of support for male victims of domestic abuse.	Local	Raise awareness of support and resources for male victims of domestic abuse to officers and staff.	HLOWC	-Amendments to be made to training -Learning from this DHR and the other three DHRs involving male victims in Hampshire and IOW to be shared at the PCC Homicide and Serious Violence Board and the four local Safeguarding Adult Boards to promote wider agency awareness and understanding. -Update force intranet with current resources and support services for male victims of domestic abuse. -DA Champions to dip sample domestic abuse occurrences for male victims via the Domestic Abuse Learning panel to identify any additional learning in this area.	May 2024	May 2024 -DA Champions have received training on male victims of domestic abuse. This included a visit from a male with lived experience. -Up2U delivered training to officers/staff on female perpetrators of domestic abuse in heterosexual relationships. -Training recorded and made available on the force intranet for all officers/staff to access -Domestic Abuse Lead to capture learning from this DHR and other DHRs with male victims to use as case studies in future domestic abuse training -Respect toolkit, helpline and national male victim's standards added to the DA Hub for officers/staff to access. -Domestic Abuse Champions made aware of new resources in May

						2024 for male victims for immediate action
Amberstone force lead to ensure victims of rape and serious sexual offences have access to suitable provisions, including contact with a SOIT, that referrals to external specialist services are made where appropriate and that the number of SOITs in the Constabulary is sufficient in meeting demand.	Local	Ensure all victims (male and female) receive the same level of support and response when reporting a serious sexual offence.	HIOWC	-SOIT officers (Sexual Offences Investigation Trained) make contact with all victims of rape and sexual offences by penetration within the forensic window. -SOITs are solely based in Amberstone teams and so it is rare that one is not available to see a victim as they are protected from being pulled in another operational direction. -There are 29 SOITs in the Constabulary, 26 of these are female and 3 are male. North (this covers Test Valley): 8 SOITs, 7 female and 1 male East: 11 SOITs, 10 female and 1 male West: 10 SOITs, 9 female and 1 male -Victims are asked if they would prefer to see a male or female SOIT. All victims are referred to ISVA if the victim gives consent.	June 2024	June 2024 -Op Soteria knowledge hub in July 2023 for officers/staff to access best practice examples/guidance/force policy and procedure -In January 2024, the Constabulary launched a commitment to all victims of rape and serious sexual offences that their mobile phones would not be retained for more than 24 hours to aid victim's accessing their support network, personal information and ongoing support services -In March 2024, mandatory training was launched for all frontline officers in responding to rape and serious sexual offences. -55% increase in investigation outcomes in the last 12 months (January 2023-2024) compared to data from 2022-2023.

			-Op Soteria national operating model launched in July 2023 following Home Office funded research in to rape and serious sexual offences and the subsequent police investigation and response to victims. Hampshire and IOW Constabulary were an early adopter of the operating model in 2022 (one of 14 forces), aligning the force priorities with the national operating model and the code of ethics. Op Soteria uses products to analyse the Constabulary response and generates a Constabulary specific improvement plan. -HIOWC to launch a 24/7 Support Line for victims of rape. This is a government-funded service operated by Rape Crisis England & Wales with specialist operators available on the phone or webchat providing information and emotion support and signposting to longer term services such as ISVAs. -Mandatory training on first response to rape and serious sexual offences	-Amberstone investigation toolkit regularly updated with Op Soteria developments -OPCC victims hubs launched in February 2024 -Two way messaging service for victims launched in February 2024 -24/7 support line for victims of rape launched early 2024. -Assistant Chief Constable for Crime and Criminal Justice circulated a message in February 2024 reminding all officers and staff to use the Victim Contact Management module to manage and document victim's wishes and record changes such as a new OIC and review risk to the victim. -A final victim based working sheet is now on RMS to record victim's decisions and reasons for withdrawing support.
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				being rolled out in March 2024. Phase 1 is intended for officers and staff and phase 2 will focus on district and neighbourhood policing teams.		
HIOW NHS Healthcare FT						
All staff from the involved CMHT, including long term agency staff, complete safeguarding adults level 3 training.	Local	Deliver Level 3 Adult Safeguarding training that includes domestic abuse relevant practice guidance.	HIOW NHS Healthcare FT	Ensure training includes - Identifying indicators of harm, abuse and neglect, - Law and policy requirements - Importance of 'Making Safeguarding person' - Information sharing, record keeping and other response - S42 requirements and MARM responses	March 2024	Completed Training learning outcomes cover required areas.
Improve practitioner responses to domestic abuse and safeguarding enquiries.	Local	Ensure meetings include focus on historic and current risk, safeguarding concerns, and domestic abuse, and document rationale behind decisions	HIOW NHS Healthcare FT	Review and improve meetings format and embed SBAR Tool into multi disciplinary meetings.	February 2024	February 2024 meetings follow the SBAR framework.

		and who is responsible for actions. Improve awareness of responsibilities under care Act s42 enquiries. Embed DA position in frontline teams Increase awareness of routine enquiry responsibilities		Disseminate a communication briefing to promote awareness of Section 42 enquiries and responses required when they are received Scope possibility of embedding link role, and allocate resources to deliver. Embed DA questions into electronic patient records.	January 2025 April 2025 April 2025	Covered in mandatory Level 3 Safeguarding Training for Adults and Children for the Trust. And covered in Local Trust Newsletter. Ongoing work in relation to embedding, sexual safety and DA champions in Trust teams. Risk formulation training is ongoing around professional curiosity for example questions around socio-economics and family dynamics. There is to be a pilot to be undertaken with Perinatal mental health team regarding routine enquiry, which is supported by public health Hampshire. This will inform System wide work with NHSE and led by the ICB, to embed routine enquiry into health contacts. HIOWH Trust are part
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		Deliver Level 3 Adult Safeguarding training		Deliver training	Ongoing	of the task and finish and implementation group. The safeguarding support team is working closely with our mental health leads to support this workflow. This training is now mandatory relevant to banding and being rolled out in phased stage
Test Valley Borough Council						
Improve housing engagement with domestic abuse MARACs to focus on actions that reduce risk and harm.	Local – Test Valley Borough Council specific	Routinely check the MARAC agendas and cross reference for names of people known to the Housing Service Ensure that an Officer attends the MARAC meetings in order to fully participate in multi-agency working and information sharing. Ensure Social Housing Providers are informed if a case comes to MARAC that is within their responsibility.	Test Valley Borough Council - Housing Service	Appointment of a Housing Options Domestic Abuse Officer. Their role will include responsibility for ensuring MARACs are attended and any actions are undertaken that reduce risk and harm. A requirement for this role is that the Officer is an IDVA.	July 2024	Completed Housing Options DA officer in post and attending the MARACs

Clarify the links between domestic abuse and community (anti-social behaviour) multi-agency partnerships to avoid confusion between both.	Local – Test Valley Borough Council specific	The TVBC Community Safety multi -agency meeting is currently referred to as the C-MARAC (Community MARAC) Work is underway to review this group which will involve a change of name and refresh of Terms of Reference.	Test Valley Borough Council	Change of name/terms of reference for the CMARAC	Sept 2024	Completed
		The Community Safety Team and Housing Options DA officer will ensure communication of cases known to overlap both groups to ensure joint working takes place.	Community & Leisure Service	Appointment of Housing Options Domestic Abuse Officer.	July 2024	Completed: Housing Options DA Officer in post and liaising with the Community Safety officers over CMARAC cases.
		The Housing Options Domestic Abuse Officer will be on the CMARAC distribution list.	Housing Service			
Improve information and awareness about domestic abuse amongst TVBC customers.	Local	Review what routine information about domestic abuse could be provided for customers.	TVBC	Provide information for customers in various formats, for example, on receipts, leaflets, or bills.	July 2025	July 2025 Leaflets made available. Information will not be added to receipts or bills, at this time due to formatting issues
		Update domestic abuse pages on the website to reflect support for male and female victims.		Update website content.	April 2025	Completed April 2025 (subject to annual review)
Ensure compliance with the Hampshire County Council Domestic Abuse Strategy and relevant housing specific domestic	Local – Test Valley Borough Council specific	Part of the role of the Housing Options Domestic Abuse Officer post will be to ensure that we adhere to the	Housing Service	Appointment of Housing Options Domestic Abuse Officer.	July 2024	Completed. Housing Options DA Officer in post.

abuse policy and procedural guidelines.		Hampshire County Council Domestic Abuse Strategy. Development of TVBC Domestic Abuse Housing Policy which will outline the procedures that staff must undertake when dealing with any case where domestic abuse is a factor.		Adoption of the TVBC Domestic Abuse Policy	March 2025	Completed March 2025: Working guidance on DA for officers produced and implemented.
Improve safeguarding adults and children system of referrals and response, when led by housing services to ensure cases can be cross referenced for any other concerns flagged across TVBC services.	Local – Test Valley Borough Council specific	Housing staff to send information to the TVBC Safeguarding inbox when they have made a referral into either Children or Adult Services. The Safeguarding team will then check and cross reference details for any other known concerns.	Housing Service Community & Leisure Service	Work undertaken by Housing Manager and Safeguarding lead to remind all Housing staff of the requirement to copy Safeguarding into any referrals for cross reference purposes.	January 2024	Completed Housing staff now ensure the safeguarding team are copied into referrals made.
Ensure staff are aware of the process for making safeguarding referrals, recording of safeguarding referral information and outcomes.	Local – Test Valley Borough Council specific	Clarify format for safeguarding referrals with AHC Whenever a referral for a safeguarding concern is made into Adult or Children's Services, the officer must record the referral number and any outcomes. Members of the Safeguarding team will ensure that this is made clear when supporting staff to make a safeguarding referral.	Community & Leisure Service	Ensure referrals made to AHC are clearly designated as safeguarding referrals. Safeguarding team to ensure records made of safeguarding referral numbers. Safeguarding training to be updated to include targeted training for frontline staff and emphasis on the importance of record keeping for all referrals to HCC or others.	May 2025	Completed July 2025 and subject to regular review Completed Safeguarding team brief 16/07/24 Completed Safeguarding training pack revised and included in staff induction for all housing staff.

			Housing Service	Housing Manager to ensure all staff are aware that they must follow formal reporting procedures for safeguarding concerns into both AHC and Children's Services and record details. Bespoke safeguarding awareness delivered to Housing team focusing on the importance of following formal reporting procedures for safeguarding concerns.		Completed Housing Team Refresher Training September 2024 Completed: Housing Team Refresher Training September 2024
Improve information sharing between TVBC Revenues & Welfare team and Housing Service with regards residents identified as vulnerable	Local – Test Valley Borough Council specific	A review of information sharing protocols will be undertaken and the provision of access to relevant IT systems to enable cross reference of cases.	Housing Service Revenues & Welfare Team	Assess the best practice method to share information and establish a mechanism to ensure this takes place	July 2025	Investigation on options underway.
Review training package, and incorporate additional or bespoke content, where needed, in relation to safeguarding, domestic abuse and multiple and complex needs.	Local – Test Valley Borough Council specific	The Housing Options Domestic Abuse Officer and Housing Manager will review existing staff training to ensure that there is a focus on safeguarding, domestic abuse and responding to multiple and complex needs. This will include training to undertake a DASSH risk assessment with the	Housing Service	Appointment of Housing Options Domestic Abuse Officer. Complete the review of required training. Act on the outcome of that review as appropriate.	July 2024 March 2025	Completed: Housing Options DA Officer in post. Completed: All officers offered training through HDAP plus bespoke internal training as required.

		requirement for all cases where domestic abuse is identified to undertake this assessment.				
Develop a 'whole housing approach' to addressing domestic abuse, to improve service response to domestic abuse across all tenures that TVBC collaborates with, as recommended in the Domestic Abuse statutory guidance.	Local – Test Valley Borough Council specific	Make improvements in line with DA statutory guidance including consideration to achieving DAHA accreditation for TVBC and partnership housing providers. (This should make use of the County's grant scheme for DAGA accreditation).	Housing Service	Appointment of Housing Options Domestic Abuse Officer. Consider DAHA accreditation. Implement new Consumer Standards in relation to domestic abuse and enable tenants to access appropriate support.	July 2024 December 2025	Completed: Housing Options DA Officer in post. Completed March 2025: Not pursuing DAHA accreditation at this time. Key principles have been applied to the working guidance on DA for officers.
Multi-agency recommendations Informed by Review learning, analysis, or discussion by Panel						
Audit delivery against the good practice expectations set out for respective agencies in the Domestic Abuse Statutory Guidance ('Role of Agencies'), and report annually on the organisational change achieved, to the Hampshire VAWG Strategic Board	Hampshire – regional	Agencies to audit their own delivery against Statutory Guidance. HDAP requests annual reporting to the Board against the standards, to be incorporated into the annual report around delivery of the Act.	Hampshire Domestic Abuse Partnership	Establish reporting system for relevant agencies. DA Board to review agency annual audit reports. Actions identified and implemented on organisational change improvements. Monitor training attendance and review impact of training on practice through organisational change / supervision processes.	2025/26 annual reporting schedule	Partially completed. HDAP has completed an annual report around the delivery of the DA Act 2021 with named partner organisations. This report is shared with HDAP members and presented to the HDAP Board. The Hampshire VAWG Strategic Board no longer exists.

				Ensure alignment between training and domestic abuse procedures/ protocols.		
Strategic review of MARAC and HRDA processes, to ensure the system maximises victims' safety, holds perpetrators accountable, and integrates robust actions to identify and address domestic abuse and associated risks and needs for female and male victims, alongside MARM or Safeguarding enquiries.	Hampshire - regional	HCC Public Health facilitate meetings to progress MARAC review, with approach coordinated by Police. All relevant agencies contribute to strategic review. Improve agencies' contributions to MARAC, Ensure HRDA and MARAC processes effectively integrate with safeguarding enquiries, risks and issues being raised.	Public Health	Strategic review commenced, led by Public Health and Police Review actions are agreed and implemented.	September 2025	Completed and ongoing quarterly strategic Hampshire MARAC meetings chaired by Hampshire and Isle of Wight Constabulary with other statutory and commissioned organisation representatives attending. Also, Strategic MARAC update received by HDAP quarterly.
Improve agencies' use of Hampshire 4LSAB MARM framework, and family involvement, in cases of domestic abuse where there is "unmanageable high risk" and concerns that do not meet statutory criteria (s. 42) Care Act 2014	Hampshire - regional	Increase awareness of and confidence in initiating a MARM by agencies responding to domestic abuse. Improve involvement of victim and family, where safe to do so, in the MARM process.	Hampshire Safeguarding Adults Board	Agencies in this review to embed MARM into policies. Undertake an audit of domestic abuse cases referred to the Adult Safeguarding Team to ensure that the MARM framework is considered for cases which do not meet the criteria for a S42 enquiry.	March 2026	Complete. June 26: MARM self-audit underway. Results will be considered via the Quality Assurance Subgroup with ongoing workstreams identified forming part of the subgroups workplan. Monitored via quarterly board reports. Audit of DA/MARM to be

				Discuss with 4 LSABs the need to prioritise developing domestic abuse multi-agency safeguarding adults guidance, to accompany guidance for FGM, forced marriage and trafficking.		included in ongoing work following the audit providing a baseline position. 4LSAB-Multi-Agency-Domestic-Abuse-Guidance-January-2025.pdf now in place.
Review how services can better meet the circumstances of older men, including ensuring that policies and procedures do not dissuade or prevent older men from accessing help.	Hampshire - regional	Support providers should be supported to develop (where non exists) specific services and approaches for older men, including therapeutic and peer support. Ensure organisations supporting female and male domestic abuse victims are accredited to do so in accordance with the national Male Victims' Standard. All agencies using DASH risk assessment do so in parallel with Male Victims Toolkit, where relevant.	Public Health / Hampshire Domestic Abuse Partnership	Building on learning from existing domestic abuse therapeutic services for male victims, include targeted support for male victims, and pathways to Men's Advice Line and use of Male Victims Toolkit and Standards in future commissioning of domestic abuse services.	From next commissioning cycle 2025/26 onwards.	Completed. Commissioned Domestic Abuse Support Provider has a dedicated webpage for male victims and resources. Also dedicated resources for elder victims of domestic abuse. There is specialist support for male victims including group work and access to safe accommodation. HDAP webpages include images of men and women of different ages and ethnicities. I need help for myself or someone else includes the Men's Advice Line, ManKind Initiative, Andy Man's Club. Men's Shed's and Mangang. Also Aurora

						New Dawn's Armed Forces Helpline number. Public Health webpages for mental wellbeing also have the 'Men's Mental Wellbeing Toolkit' and mental health support and specialist support information including Op Courage the NHS veterans mental health service and allied organisations supporting veterans. Male Victims Toolkit and Standards utilized by Stop Domestic Abuse.
Clarify and raise awareness of pathways to support between specialist veterans' services, domestic abuse and safeguarding responses.	Regional	HCC mapping of veterans services across Hampshire to include review of effectiveness of pathways to domestic abuse services and actions to improve effective joint working.	Hampshire Domestic Abuse Partnership and Public Health (HCC)	Map existing provision. Make recommendations for improvements in pathways to support for veterans. Raise awareness of Aurora New Dawn specialist domestic abuse services for veterans of the Armed Forces (national response, based in Hampshire).	March 2026	Partially completed. Veterans services have been mapped and domestic abuse services included in related online materials. Aurora New Dawn has presented to the HDAP Board and featured in the HDAP Bulletin and webpages around their specialist domestic abuse services. HDAP

						have also ensured that Aurora New Dawn's information is available on Connect to Support Hampshire and the Social Care Practice Manual. Stop Domestic Abuse is now also collating referral data into their services for veterans
Promote access to domestic abuse training (where not already available) that includes a focus on (1) economic abuse identification and response and (2) improving skills and competency to identify and reduce risks of suicide or self harm amongst people impacted by domestic abuse.	Regional	Review training packages on domestic abuse and include economic abuse and links with suicide, if this is a gap. Develop training content to include economic abuse identification and response and improving skills and competency to identify and reduce risks of suicide or self harm amongst people impacted by domestic abuse.	Hampshire Domestic Abuse Partnership and Hampshire Safeguarding Adults Board	Map existing training provision. Make recommendations for improvements in training content. Promote training amongst agencies involved in this review, and monitor take-up.	March 2026	Complete: HDAP and HSAB are coordinating a range of multiagency training sessions as part of the annual HSAB training calendar. Signs and risks included in the 4LSAB-Multi-Agency-Domestic-Abuse-Guidance-January-2025.pdf Suicide, self-harm and financial abuse linked to DA is learning shared in HSAB led lunch and learn sessions and with the suicide prevention forum June 2026.

						New safeguarding concerns tool for practitioners recognises self harm and non-fatal suicide attempts as potential safeguarding risk: Safeguarding-Concerns-Multi-Agency-Tools-July-2025-FINAL.pdf
Ensure trauma informed policy and practice guidance supports bereaved families following a domestic homicide, including supporting their re-entry to the property after it has been cleaned so that no evidence of the murder remains.	Local	The quality and sign off of crime scene cleaning be reviewed by police in person, ensuring that the scene/ property will not be released back to family until evidence of the death has been cleaned. Police and housing providers visit to check no evidence of the murder remains at scene before families re-enter. An accompanied visit is offered to family members for support, and referral to debrief support from a recognised agency is made for family, to minimize emotional distress from being at the scene.	HIOW Police / Aster and TVBC	Review crime scene completion policies to maximise trauma informed practice after cleaning the scene and to support family to re-enter. Referrals are made to recognised agencies that support family of victims of domestic abuse related deaths (e.g. AAFDA, SAMM)	March 2026	Complete April 2025 Complete April 2025

		The cost of crime scene cleaning is not pursued from the family of the victim, by the landlord.		Review housing provider policies to exempt families of victims of domestic homicide being pursued for rental or other charges associated with the death.		Complete
National recommendations						
Panel to write to Ministry of Defence to recommend a review their domestic abuse policy and procedures alongside a review of their procedures that govern financial recovery action against family of victims of domestic homicide, to ensure that families aren't financially penalised following domestic homicide.	National	Chair write to the Ministry of Defence and Home Office highlighting the changes the family call for, alongside this review.	Chair / Secretariat	Liaise with TVBC and HSAB manager to draft letter. Send letter to UK Government (MOD / HO).	June 2025	Completed: Sent September 2026
Panel write to Domestic Abuse Housing Alliance (DAHA) to advise of the learning and recommend the housing accreditation system is reviewed to include housing providers' review of domestic abuse and financial recovery policy and procedures to ensure that families aren't pursued or	National	Chair write to DAHA and Home Office highlighting the changes the family call for, alongside this review.	Chair / Secretariat	Liaise with TVBC and HSAB manager to draft letter. Send letter to DAHA.	June 2025	Completed: Sent September 2026

financially penalised following domestic homicide.						
Panel write to College of Policing, NPCC and DAHA to recommend standards for police and housing providers to ensure families of domestic homicide victims are supported with their re-entry to the property in which no evidence of the murder remains.	National	Chair write to CoP, NPCC, DAHA and Home Office highlighting the changes the family call for, alongside this review.	Chair / Secretariat	Liaise with TVBC and HSAB manager to draft letter. Send letter.	June 2025	Completed: Sent September 2026