Adult C Safeguarding Adults Review (SAR) Action Plan

# In relation to Finding 1:

There is currently no accommodation readily accessible for women with the combination of needs related to chronic trauma, drug and alcohol abuse, homelessness and domestic violence and abuse. Women wishing to remain within a couple are even less well served in terms of accommodation. This leaves practitioners having to rely on perseverance and luck to access viable accommodation.

# In relation to Finding 2:

Current service set ups locally are not joined up or tailored to the needs of a small cohort of women who struggle with a combination of needs related to chronic trauma, drug and alcohol dependencies, homelessness and domestic violence and abuse. This leaves some of the most vulnerable women either excluded from services altogether based on eligibility criteria, or unable to access them because of the lack of proactive, flexible and intensive outreach support.

| **Recommendations / Aims** | **Action (s)** | **Target Date** | **Lead** | **Progress/**  **next steps** | **Status (RAG) Rating** |
| --- | --- | --- | --- | --- | --- |
| **Recommendation 1.** Ensure that all agencies who come into contact with women with multiple complex needs recognise the risks of homelessness and are equipped to provide a range of services and / or signpost to preventative support. | * **Action:** Agree a common definition of multiple-complex needs and a multi-agency assessment and care planning tool that supports practitioners to identify and respond effectively to this cohort.   This should consider drawing upon the learning from the Fulfilling Lives Programme and utilise multiple complex needs assessment tools, specifically the [JSNA](http://www.bhconnected.org.uk/content/needs-assessments). | Oct 2021 | Head of Adult Safeguarding (ESCC) via OPS | [MARM Protocol](https://www.eastsussexsab.org.uk/documents/multi-agency-risk-management-marm-protocol/) and associated guidance on Assessing and Supporting People with Multiple Complex Needs published on 16/12/2021. MARM meetings commenced January 2022. | **Green** |
| **Recommendation 2.** Ensure that local authority housing departments are able to recognise the requirements of people with multiple complex needs who are at risk of homelessness and have access to an appropriate range of options, including temporary and supported accommodation. | * **Action:** Develop a pathway and guidance to enhance needs assessments and housing support for this cohort.   This should take into account the findings of the needs assessment and strategy around the provision of support in safe accommodation for people experiencing domestic violence, which will be sent to the Home Office by August 2021, and include mechanisms to ensure that local authorities:   * do not discharge their duty or make intentionally homeless decisions for this cohort without flagging cases to ASCH. * Agree not to place women with multiple-complex needs out of area, unless there is no other option and to not place out of area would lead to them being street homeless. If placed out of area, housing to prioritise return to East Sussex. Where possible housing to utilise cross boundary agreement between East Sussex district and boroughs to facilitate return. | Oct 202 | Head of Adult Safeguarding (ESCC) / District & Boroughs via OPS | * A series of working group meetings were set up in 2021 to develop this pathway and guidance.   Housing partners were provided with an overview and details of the  MARM protocol and referral pathway.  ESCC will submit to an annual assurance report to central Government that they have been monitoring and evaluating their compliance with the new duty and that they are addressing the needs of victims and survivors identified in the needs assessment. This will be managed by the [Sussex Domestic Abuse Partnership Board.](https://www.sussex-pcc.gov.uk/victims-services/pan-sussex-strategy-for-domestic-abuse-accommodation-and-support-2021-2024/appendices/appendix-3-domestic-abuse-act-local-partnership-board/)  [Pan Sussex Strategy for Domestic Abuse Accommodation and Support](https://safeineastsussex.org.uk/content/files/file/Pan-Sussex%20Domestic%20Abuse%20Accommodation%20and%20Support%20Strategy(2).pdf) published January 2022 – sets out how survivors of domestic abuse in safe accommodation will be helped and protected in line new duties under the national Domestic Abuse Act 2021.  The new Pan-Sussex Domestic Abuse Board will bring together a diverse range of stakeholders who will play a critical role in delivering the vision of the strategy. | **Green** |
|  | * **Action:** District and Borough’s to provide assurance to the SAB that temporary accommodation providers and housing options staff to be trained in Domestic Abuse / Trauma Informed Practice.   This action is now included in the Domestic Abuse Accommodation Action Plan 2021-2024:   * + Sussex local authorities should ensure that consistent domestic abuse and trauma-informed practice training packages are developed for frontline practitioners within housing authorities, housing associations and registered social landlords, with an aim to deliver the offer more widely. This action will be led by D/SVA/VAWG Team, ESCC D&Bs | Dec 2021 | District and Borough | CGL are recruiting to the Housing Options IDVA roles, who will be co-located within Housing Options teams across the D/Bs and will be delivering bespoke training on risk assessment/ DASH/ MARAC/ priority need housing duty for DVA victims (this is being applied inconsistently post intro of DA Act) and will be trauma informed.  CGL have offered bespoke training to D/B housing teams. The training will cover risk assessment/ DASH/ MARAC and priority need housing duty for DVA victims. | **Green** |
| **Recommendation 3.** District and Borough representatives to assure the SAB that the implementation of the Homelessness Reduction Act (HRA) 2017 is supporting opportunities in practice for timelier responses to relieve homelessness regardless of priority need (and intentionality). | * **Action:** Housing needs managers from each District and Borough Council to present an update to the SAB providing assurance that their current processes have been updated to reflect their responsibilities in regard to the implementation of the HRA. * **Hastings** [Next Steps Accommodation Programme](https://www.hastings.gov.uk/content/my_council/corporate_policies_plans/pdfs/2021-22_Corporate_Plan_Update.pdf) to expand accommodation options for individuals with multiple and complex needs. * **Rother** Housing and Homelessness and Rough Sleeping Strategy 2019-2024 – [Improvement Delivery Plan](https://www.rother.gov.uk/wp-content/uploads/2020/02/Housing-Homelessness-and-Rough-Sleeping-Strategy.pdf) * **Eastbourne and Lewes** [Eastbourne Housing Strategy 2020-2024](https://www.lewes-eastbourne.gov.uk/_resources/assets/inline/full/0/292597.pdf)Eastbourne Borough Council secured joint funding with HBC under the Government’s Rough Sleeper Initiative (RSI) see Strategy pages 41- 45: multi-disciplinary team of health, social care, substance misuse & housing professionals and dedicated assessment unit. | Jul 2021 | District & Boroughs | Update presented to the SAB in July 2021 by Hastings Borough Council. | **Green** |
| **Recommendation 4.** Agencies to reassure the SAB that the planned changes to accommodation services and housing provision as set out in the Board response are meeting the needs of women with complex needs and are trauma-informed and provide assertive outreach. | * **Action:** Leads to: * report to the SAB regarding the evaluation of accommodation services, specifically in relation to Emerging Futures. * update on the introduction of a trauma-informed capacity building project into domestic abuse refuges and commissioned supported accommodation services. | Jan 2022  Jan 2022 | NPS  Strategic Commissioning Manager ESCC | Both updates were shared at the SAB in January 2022 | **Green** |
| **Recommendation 5:** The SAB should consider developing a multi-disciplinary function for people with multiple complex needs at an operational level (mirroring the MARAC/ MAPPA mechanisms) in which lead professionals who are trauma-informed and gender-specific, are allocated to individuals and co-ordinate their care across agencies. | * **Action:** Set up a task and finish group to develop a multi-agency risk management framework. This will include mechanisms to: * Bring agencies together to develop a ‘team around the person’ to ensure a more coordinated response. * Identify a clear lead agency / practitioner. * Support those adults with complex needs and at high risk, but who may fall below eligibility criteria / statutory thresholds. | Oct 2021 | Head of Adult Safeguarding (ESCC) via OPS | As per recommendation 1. | **Green** |
| **Recommendation 6.** The SAB to undertake a multi-agency case file audit to evaluate the impact of the actions detailed within this action plan in relation to findings 1 and 2. | * **Action:** PQA Subgroup to undertake an audit of cases to establish the extent to which a multi-agency approach is effective in supporting women with multiple complex needs who experience domestic violence and abuse, in managing risk and enabling them to achieve sustained positive outcomes. | Apr 2022 | PQA Subgroup | Multi-agency Audit Domestic Abuse Methodology draft completed but not concluded during 21/22.  In August 2022, the audit was completed which showed good examples of multi-agency meetings providing an opportunity to provide good joint planning between agencies- this was particularly evident where the professional had established a good relationship with an adult. | **Green** |

# In relation to Finding 3:

There is not currently an established multi-agency protocol or supporting tools for the proactive collection of third-party evidence of patterns of domestic violence and abuse. This leaves police responding reactively to incidents of domestic violence and abuse and trying but struggling to gather viable third-party evidence and leaves the voluntary sector frustrated at inaction against known perpetrators.

| **Recommendations / Aims** | **Action (s)** | **Target Date** | **Lead** | **Progress/**  **next steps** | **Status (RAG) Rating** |
| --- | --- | --- | --- | --- | --- |
| **Recommendation 7.** Implement improvements to the MARAC process to take forward the learning identified in this review including in relation to:   1. Ensuring all relevant agencies are represented at MARAC meetings to ensure meaningful discussion and safety planning to support the management of high-risk domestic violence cases involving women with multiple complex needs. This should involve those agencies not routinely at MARAC. 2. Improve the way that third party information is shared and captured at MARAC that could be used to inform protection planning and where appropriate link with police prosecutions. | * **Action:** To consider the work already undertaken as part of the Sussex Police Domestic Abuse Improvement Plan and MARAC Review and implement the revised model of the MARAC process including the triage function. | Jul 2021 | MARAC Coordinator / Sussex Police via OPS | Work completed to implement some process changes around the MARAC model, including working with MARAC Chairs and research on improving MARAC processes. | **Green** |
|  | * **Action:** Ensure that there is police representation at every MARAC meeting, who are of a suitable level of seniority to take operational decisions and be able to submit intelligence logs. | Apr 2021 | Sussex Police | Changes implemented to ensure the attendance of a warranted police officer, of at least the rank of Detective Sergeant, is mandated at every MARAC. | **Green** |
|  | * **Action:** Ensure that the MARAC Chair raises a specific action to record intelligence on police systems when relevant. | Apr 2021 | MARAC Coordinator | Line supervision for the Domestic Abuse Caseworkers has briefed all of them on the requirement for this to be captured and allocated as an action.  The revised [MARAC Operating Protocol](https://safeineastsussex.org.uk/content/files/file/MARAC/MARAC%20Operating%20Protocol%20and%20Information%20Sharing%20Guidance%20-%20FINAL%20Accessible%20version.pdf) will set out clearly expectations around how this should be managed. | **Green** |
| **Recommendation 8.** Develop overarching mechanisms which assist SAB partner agencies in contributing third party information that may support evidence-led prosecutions and/or enforcement action in a more proactive way. | * **Action:** Sussex Police to develop Evidence Led Prosecutions (ELP) training package and undertake scoping exercise to be undertaken to determine which SAB partner agencies may benefit from the training package. | Jul 2021 | Sussex Police | ELP training package complete and on Sussex Police’s online NCALT training package, where completion is monitored and audited.  The ELP training package is not appropriate for partner agencies as it specifically focuses on police role. | **Green** |
|  | * **Action:** Raise knowledge and awareness of ELP opportunities via a SAB learning briefing prior to roll-out of multi-agency training. | Jul 2021 | SAB Manager | [Domestic Abuse Learning briefing](https://www.eastsussexsab.org.uk/documents/domestic-abuse-learning-briefing/) developed incorporating ELP in key points to consider published | **Green** |
|  | * **Action:** ELP training package to be incorporated into SAB multi-agency training. programme and promoted via SAB communication channels. | Jul 2021 | TWD Subgroup | Agreement reached that this action will be met through publication of learning briefing as outlined above. | **Green** |
| **Recommendation 9**. Measure the impact of the above recommendations to evaluate progress made and how well changes are embedded in organisational practice. | * **Action:** Sussex Police to undertake an audit three months after training delivery to establish whether ELPs are being actively considered during MARAC case discussions and actions are being raised to submit intelligence onto police systems. | Oct 2021 | Sussex Police via PQA Subgroup | The ELP is considered for all DA recorded cases with templates updated to record this as a consideration and recorded why it was not progressed in individual cases. | **Green** |
| **Recommendation 10.** Enhance multi-agency workforce competence and confidence in working with adults who are experiencing domestic violence and abuse. This is with the aim of ensuring more effective safeguarding of vulnerable adults, and collaborative partnership working which is trauma informed. | * **Action:** Develop multi-agency domestic abuse guidance / toolkit which specifically covers the following areas: * Understanding of indicators of domestic violence and abuse from the perspectives of victims and perpetrators, and the impact on adults and children. * Responding to disclosures of domestic violence, including responsibilities of reporting which may breach client confidentiality, and effective information sharing. * Knowledge around specific assessment tools, including the DASH and specialist support services available. * Case coordination including the role of the lead professional. * MARAC and the interface with safeguarding procedures. * Supporting agencies to effectively and routinely capture and record information that can support evidence-led prosecutions. * The importance of trauma-informed practice. | Sept 2021 | Safeguarding Development Team (ESCC) / Sussex Police via OPS | [Multi-Agency Domestic Abuse Guidance](https://www.eastsussexsab.org.uk/documents/multi-agency-domestic-abuse-guidance/) published December 2021. | **Green** |
|  | * **Action:** The content of SAB / ESSCP multi-agency training in relation to domestic violence and abuse and coercion and control to be reviewed and updated in the light of any new guidance or supporting tools that are produced, and assurance sought to ensure this is accessed by the range of partner agencies working in this area. | Dec 2021 | TWD Subgroup | Working group convened to review domestic abuse training pathways and incorporate new guidance. | **Green** |
| Recommendation 11. Establish mechanisms for improved information sharing and recording of case activity between statutory partner agencies in cases of high risk and multiple complex needs. | * **Action:**  1. Sharing information and intelligence across organisations on individuals with multiple complex needs. 2. This may involve looking at how information is shared across systems | April 2022 | Head of Adult Safeguarding (ESCC), Police, CCG. | The MARM protocol which was launched early in 2022 with accompanying Guidance  **Assessing and supporting people with multiple and complex needs**  This Guidance for positive practice helps to facilitate the following:   * Identification and holistic assessment of need and risk. * Timely information sharing around need and risk. * Development of shared risk management plans. * Shared decision making and responsibility. | **Green** |

# In relation to Finding 4:

A pattern of continuing to give women with complex needs short term prison sentences at a distance from their home area, disrupts any progress they may be making with the support of community teams, provides little time for specialist health care services delivered within prison to establish relationships, potentially leaving women more vulnerable on their release.

*Please note: In line with the Probation Reform Program and nationalisation of probation services, from the end of June 2021 the KSS CRC will become part of NPS under the new arrangements.*

| **Recommendations / Aims** | **Action (s)** | **Target Date** | **Lead** | **Progress/**  **next steps** | **Status (RAG) Rating** |
| --- | --- | --- | --- | --- | --- |
| **Recommendation 12.** The SAB to receive assurance that the partnership protocol between CGL and NPS is effective in strengthening closer collaborative working for adults who receive short term prison sentences. | * **Action:** CGL and NPS leads to evaluate the implementation of the partnership protocol and report to the SAB. | Nov 2021 | CGL / NPS | Update provided to the SAB in October 2021. | **Green** |
| **Recommendation 13.** Agencies working within this area of practice to raise awareness with magistrates of the impact of short-term sentences on women and advocate for community sentences instead of prison for women where this is appropriate. | * **Action:** NPS to produce an article in the April/May edition of The Magistrates Association Magazine. | Apr 2021 | NPS | Completed | **Green** |
|  | * **Action:** Article to be adapted for SAB partners and included within a SAB Newsletter. | Jul 2021 | NPS / SAB Manager | Article included in September edition of SAB newsletter. | **Green** |
|  | * **Action:** NPS to relaunch the film ‘Shadows Behind Me’ for use in all magistrates and judiciary training. | Mar 2021 | NPS | Completed | **Green** |
|  | * **Action:** SAB to consider ways to utilise this film resource on the SAB website and in multi-agency training. | Dec 2021 | SAB Manager / TWD Subgroup | Resource shared with ASCH training manager and will be considered for inclusion in domestic abuse / coercion and control training. | **Green** |
| **Recommendation 14.** Ensure effective arrangements are in place to support women who receive short-term prison sentences, often out of area, both in terms of in-reach services and after release. | * **Action:** The SAB to receive an update regarding the outcomes and recommendations of work undertaken to consider the impact of women receiving short-term prison sentences.   This should include new arrangements for Through The Gate support and prison in-reach services. | Oct 2021 | NPS / CRC | Update paper presented to the SAB in October 2021. | **Green** |
| **Recommendation 15.** Within prison ensure specific health services are commissioned to provide in reach and Through The Gate support. | * **Action:** The SAB Independent Chair to write to NHSE to request assurance as to what arrangements are in place to ensure the effective commissioning of health care services for women in prison with multiple complex needs, including those relating to mental health and substance misuse. | May 2021 | SAB Independent Chair | NSHE SE region leading on National Women’s Prisons Review between Jan 2021-22. Findings will inform NHSE to understanding what further actions are needed to improve outcomes for women in prison and upon their release. | **Green** |

# Recommendations across all findings

| **Recommendations / Aims** | **Action (s)** | **Target Date** | **Lead** | **Progress/**  **next steps** | **Status (RAG) Rating** |
| --- | --- | --- | --- | --- | --- |
| **Recommendation 16.** The SAB should ensure that the learning from this review is extensively shared and supports organisational change. | * **Action:** The SAB to produce a learning briefing which highlights the findings from this review and encourages practitioners and teams to reflect on the learning for their service areas. | Dec 2020 | SAB Manager | [Learning briefing](https://www.eastsussexsab.org.uk/wp-content/uploads/2020/12/Adult-C-Safeguarding-Adults-Review-Learning-Briefing-PDF-.pdf) published December 2021. | **Green** |
|  | * **Action:** SAB agencies to provide feedback to evidence how the learning has been disseminated and used within their organisations. | Jul 2021 | All agencies | Feedback received back from agencies May 2021 | **Green** |
|  | * **Action:** The report, Board response and learning briefing should be shared with regional and national SAB networks. | Jan 2021 | SAB Manager | Resources shared with neighbouring SABs in West Sussex and Brighton and Hove in December 2020.  Presentation to SAB Managers National Network on January 2021. | **Green** |

# Key to RAG ratings

**Red:** Objective not completed / target not met

**Amber:** Work in progress / further actions planned or required

**Green:** Objective completed / on target

# Key to acronyms/abbreviations used

* ASCH: Adult Social Care & Health
* CCG: Clinical Commissioning Group
* CGL: Change Grow Live
* ELP: Evidence Led Prosecutions
* ESCC: East Sussex County Council
* ESSCP: East Sussex Safeguarding Children Partnership
* JSNA: Joint Strategic Needs Assessment
* KSS CRC: Kent Surrey Sussex Community Rehabilitation Company
* MAPPA: Multi-Agency Public Protection Arrangements
* MARAC: Multi-Agency Risk Assessment Conference
* NCALT: National Centre for Applied Learning Technologies
* NHSE: National Health Service England
* NPS: National Probation Service
* OPS: Operational Practice Subgroup
* PQA: Performance and Quality Audit Subgroup
* SAB: Safeguarding Adults Board
* SCFT: Sussex Community NHS Foundation Trust
* TWD: Training & Workforce Development Subgroup