

**Information Classification: RESTRICTED**

Recommendation	Scope of recommendation i.e. local or national	Action to take	Lead Agency	Key milestones achieved in enacting recommendation	Target date	Completion date and outcome
<p>The learning for Adult Social Care from this DHR touches on issues ASC have seen in other reviews. This indicates that these are not issues that ASC will quickly resolve and anticipate a programme of work will be needed. ASC will use the learning from this review to inform the ongoing work of the Safeguarding Improvement Group, which is overseeing this programme of work. In particular, the effectiveness of ASC work to recognise that a person has care and support needs, particularly where:</p> <ol style="list-style-type: none"> <li>1) Those needs arise from issues to do with the person's mental or emotional wellbeing.</li> <li>2) The needs are impacting on outcomes such as developing and maintaining family or</li> </ol>	Local	To present a report to our Safeguarding Improvement Group (SIG) on the learning from this review, so that the SIG can incorporate this learning within its programme of improvement work.	SCC Adult Social Care	<p>The presentation will have been given to our Safeguarding Improvement Group.</p> <p>A series of workshops have been rolled out to the locality managers highlighting the role of assessment in promoting wellbeing and preventing abuse, along with guidance on actions to be taken where there are assessment refusals.</p>	<p><b>Completed 31 Dec 2023</b></p> <p><b>Mar/ Apr 2023</b></p>	<p><b>Action Completed March/April 2023</b></p> <p>Part 1 sessions led by the DASS on: 08/03/2023 15/03/2023 20/03/2023 30/03/2023</p> <p>Part 2 sessions led by the Principal Social Worker and Head of Safeguarding on: 10/05/2023 12/05/2023 18/05/2023 23/05/2023 01/06/2023</p> <p>Outcomes are being measured through regular audits and</p>

<p>other personal relationships; accessing and engaging in work, training, education or volunteering; making use of necessary facilities or services in the local community including public transport and recreational facilities or services; and carrying out any caring responsibilities the adult has for a child.</p> <ul style="list-style-type: none"> <li>• The person who has experienced domestic abuse.</li> <li>• There is a risk of suicide.</li> </ul> <p>3) Application of the Mental Capacity Act 2005, particularly in relation to:</p> <ul style="list-style-type: none"> <li>• Situations in which the parent of a person over 16 years old is refusing the offer of an assessment of that person.</li> <li>• Risk assessment practice, including assessment of suicide risk.</li> <li>• Professional curiosity.</li> </ul>						<p>supervision to ensure learning is embedded and is being utilised. The PSW will oversee this work.</p> <p>The themes can be followed up at the following forums: reflective practice sessions, lunch and learn sessions, the Community of practice and the Operational Managers Group meetings.</p> <p>A risk enablement framework is under development.</p> <p>No Response Guidance June 2024. Outcome: no case can be closed by a single worker.</p>
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<ul style="list-style-type: none"> <li>Ensuring effective partnership working with others, including mental health services, police and GPs.</li> </ul>						<p>Practice Framework March 2023. Outcome: we show residents we care and work in partnership</p> <p>Review of our Quality Assurance Framework started in September 2024.</p> <p>Surrey Prevention Strategy 2023. Outcome: agencies are aware of their roles and have a joint commitment to preventing suicide.</p> <p>Review of our strengths-based practice framework started in September 2024.</p>
<p>Surrey and Borders Partnership NHS Trust (SaBP) - A briefing for all</p>	<p>Local</p>	<p>Safeguarding training to include the Mental Capacity Act with use of key studies and</p>	<p>SaBP</p>	<p>The Safeguarding team and the Legal team to provide guidance and</p>	<p>31 Dec 2023</p>	<p><b>Action Completed in October 2024</b></p>

<p>staff on safeguarding procedures and the Mental Capacity Act to be shared through internal governance arrangements.</p>		<p>compliance of the Mental Capacity Act-training will be monitored in the Trust.</p>		<p>discussion on complex case discussions. To share national and local updates through the internal governance.</p>		<p>MCA in included in the Safeguarding Adults training at level 2 and 3. The dedicated trainer has also extended her role to presenting the standalone MCA training in the Trust which ensures there is robust crossover of up to date information in both training sessions. To share national and local updates through the internal governance. The intended outcome is that staff having gained a better understanding of the MHA and safeguarding procedures will be more confident in dealing with complex cases.</p>
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<p>Learning themes from this Review to be shared through training, internal learning platforms and governance arrangements.</p>	<p>Local</p>	<p>Briefing on learning themes to be provided to all Trust staff.</p>	<p>SaBP</p>	<p>Learning from all SARs and DHRs are shared through training, team meetings and internal governance.</p>	<p>31 Dec 2023</p>	<p><b>Action Completed</b> a learning briefing on this case has been circulated to all staff and shared at relevant forums.</p> <p>Outcome is that staff will through training improve their knowledge and efficiency in such cases.</p>
<p>A briefing for all staff to recognise post-separation abuse to be shared across the Trust, within safeguarding internal training and Quality Assurance Group meetings.</p>	<p>Local</p>	<p>In the Safeguarding training and Ambassadors against domestic abuse meetings to include the signs of post separation abuse.</p>	<p>SaBP</p>	<p>To share information from legal documents such as the Domestic Abuse Statutory Guidance and monitor how it is imbedded in daily practice.</p>	<p>Ongoing</p>	<p><b>Action Completed in October 2024</b> Learning from this review has been shared at our Ambassadors Against Domestic Abuse Group and cascaded through ongoing monthly meetings with all Divisions. Currently co-producing an updated DA Policy with DA Outreach</p>

						<p>services which will also contain information and guidance due in June 2025.</p> <p>The intended outcome is that staff will through training and support, improve their understanding and efficiency in dealing with post-separation abuse.</p> <p>The intended outcome is that staff will through training and support, improve their understanding and efficiency in dealing with post-separation abuse.</p>
Learning from this DHR to be used to support practices in regularly reviewing “high intensity users” to ensure appropriate support is available to the individual	Local	Learning is embedded within level 3 safeguarding update training and practice leads’ safeguarding supervision sessions.	Surrey Heartlands ICB (for GPs)	Learning is included in next round of training events (autumn 2023-spring 2024) and quarterly leads’ supervision sessions.	<b>Completed June 2024</b>	<b>June 2024</b> Training “learning from Surrey DHRs” has helped to improve staff understanding of the needs of high

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and the professionals involved in their care.						intensity users and thereby, enhance the support available to them.
Learning from this DHR is used to support staff working with patients at times of relationship breakdown and considering if domestic abuse is a factor. Specialist Outreach signposting/referral to be supported when identified as appropriate.	Local	Learning is embedded within level 3 safeguarding update training.	Surrey Heartlands ICB (for GPs)	Learning is included in next round of training events (autumn 2023-spring 2024)	<b>Completed June 2024</b>	<b>June 2024</b> Training “learning from Surrey DHRs” has highlighted the need to be aware of the risk of domestic abuse when working with patients at times of relationship breakdown. Outreach providers have supported training events to continue to raise awareness of services offered and how to refer.
To address performance issues identified in relation to inappropriate supervisory comments recorded within investigations. Feedback to be given to Officers concerned and learning to be shared.	Local	Case referred to Senior Manager. Individual feedback not possible due to officers’ having left the service.  Submission to the bimonthly Surrey and Sussex Investigations and Intelligence Learning Board (IILB) for	Surrey Police	Learning to be discussed at next scheduled IILB on 23/10/2023.	<b>Completed 23<sup>rd</sup> Oct 2023</b>	<b>23<sup>rd</sup> Oct 2023</b> Inappropriate language occasionally appears on our records and is challenged on a case by case basis but to reinforce the

		discussion/force wide communications.				issue the new Domestic Abuse P&P specifically includes guidance on use of language in section 5.1 and this is available to all officers and it is a specific requirement that all DAT officers read it. No evidence from other reviews to suggest that this is a systemic issue. Language matters is a specific element to the current DA training being delivered by Zoe Green (late 23). On 23/10/2023 Jane Lord shared all the learning points from DB at IILB. All three recommendations from this case have been published as a news item on the intranet.
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<p>To address performance issue identified in relation to failure to correctly record a crime transfer from a neighbouring police service. Feedback to Officer concerned and appropriate action to be taken if deemed necessary.</p>	<p>Local</p>	<p>Case referred to senior manager to provide feedback to the officer concerned and to take appropriate action as deemed necessary.</p>	<p>Surrey Police</p>		<p><b>Completed 23<sup>rd</sup> Oct 2023</b></p>	<p><b>23<sup>rd</sup> Oct 2023</b>                  The issue that arose was that when the crime was transferred to us it was misinterpreted as additional information regarding an existing investigation rather than a separate report. This was simply human error rather than a failure of policy or procedure. The member of staff involved has since left the force so personal feedback is not possible. All matters arising from this DHR were presented to the bi-monthly Surrey and Sussex Investigations and Intelligence Learning Board (ILB) on 23/10/2023 by</p>
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						<p>Jane Lord and a decision was made for the information to be circulated widely across the force for discussion/force wide communications. In addition to this DI Errol Chetty in OMU has confirmed that there is a robust process in place for the handling of crime transfers with a clear policy document and flow chart.</p>
<p>To address performance issues identified in relation to standard of investigation, reasonable lines of enquiry not being followed.</p>	Local	<p>Provide guidance for officers in relation to conducting effective investigations and the need to pursue all reasonable lines of enquiry when investigating offences.</p>	Surrey Police	<p>The learning point has been included on a learning submission for the next scheduled joint force IILB scheduled on 28/08/2023.</p> <p>Updated guidance/ guidelines released by the College of Policing on 28/08/2023 in relation to improving and conducting effective investigations is to be implemented in police training and to be</p>	<p><b>Completed 23<sup>rd</sup> Oct 2023</b></p>	<p><b>23<sup>rd</sup> Oct 2023</b> This recommendation emerges from DB reporting to us that she suffered serious domestic abuse from her husband when they were living in Dubai 2009 - 2013 and the review authors believe that we</p>

				monitored by the Investigative Improvement Board. This is a new directive.		could still have investigated this under the terms of the Istanbul Convention even though it was outside of UK jurisdiction. So far as we can ascertain the Istanbul Convention was agreed in principal in 2012 but only ratified by the UK government in 2022 and does not apply retrospectively so it could not be used as a basis to investigate offences abroad that were reported in 2017 and occurred many years earlier. There were also some minor concerns about one investigation that could have been completed more effectively and the issue has
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						been circulated in the same learning as other recommendations from this DHR (see above) following discussion at IILB. Updated guidance/guidelines released by the College of Policing on 28/08/2023 in relation to improving and conducting effective investigations are to be implemented in police training and to be monitored by the Investigative Improvement Board.
Your Sanctuary Management team to review the process both as written in policy and as understood 'on the ground' by all staff, in relation to how to ensure any longer term/future actions are recorded and completed.	Local	Review recording of notes and group session requests or the follow through for ongoing support.	Your Sanctuary	New case management system in place to ensure effective note recording. All information regarding clients/survivors recorded on the same platform to ensure consistency of information sharing.	<b>Completed</b> 14 Jul 2023	<b>14 Jul 2023</b> This has had a very positive impact on how our information is stored and shared internally and externally and has enabled

This is particularly relevant when the case is closed as no ongoing support was requested.						us to follow up on requests for further support.
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