

DNR	Rec. #	Recommendation	Theme	Subsection	Area (Local/Regional/National)	Action	Lead agency	Lead officer	Target date	Progress update	Progress rating	Completion date	Outcome
Angela	1	Improving the response to disclosures of domestic abuse across the NCSF	POLICY	a	Local	Panel members to review their domestic abuse policies and procedures and include references to the Pathfinder Toolkit as best practices for responding to domestic abuse and to inform the CSP of progress.	GP Practices, NNUH, NSFT, and QEH	Amy Jolly NSFT Kate Broly NWICB Tina Chuma NNUH Hannah Nicholas QEH	01/05/25	<p>Review the systems utilised by the NSFT to aid in the identification of domestic abuse victims. NSFT update needed.</p> <p>Primary Care - The practice has a Domestic Abuse policy in place which links to the most current NICE guidelines for responding/managing situations.</p> <p>Acute hospitals continue to depend on paper records in the absence of electronic records. Flags regarding safeguarding are displayed on platforms that are inaccessible to patients and visitors.</p> <p>QEH - EPR is due to come into place 2026 - flags can and will still be added onto patients records and these will continue to be inaccessible to patients and visitors. QEH also have safeguarding dot (black dot) on the ward board - again this is not accessible to patients and visitors. We have a Domestic Abuse Policy (due to be renewed April 2025) which has clear guidance on domestic abuse protocols and responsibilities of all staff and includes local domestic abuse support agencies, DASH risk assessment and MARAC referral if required.</p> <p>NNUH- EPR is as per QEH, it's expected in 2026. At present alerts are added to the patient's record on the central hospital system, however, this is case by case, eg. if we know that a patient needs to be seen alone or if we are not to share any details about the patient with an alleged perpetrator. This information is only accessible to staff who access the system. We have a DA policy for responding to disclosures, as well as a separate one for staff who are victims, and this includes DASH and MARAC forms and processes. Pathfinder to be referenced in policies. COMPLETE</p> <p>CGL has policies and processes for domestic abuse. CGL provides a safe, confidential space where people can talk openly. Pathways with local providers are in place.</p>	ongoing		To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.
Angela	1	Improving the response to disclosures of domestic abuse across the NCSF	POLICY	b	Local	To write to the NCSF of their mechanisms and policies for documenting and responding to victims' and survivors' perspectives.	CGL, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH	Dave Burke/Amy Lucas Norfolk Constabulary Jo Riley/Mat Armitage CGL	01/05/25	<p>Acute hospitals continue to depend on paper records in the absence of electronic records. Flags regarding safeguarding are displayed on platforms that are inaccessible to patients and visitors.</p> <p>Review the systems utilised by the NSFT to aid in the identification of domestic abuse victims. - NSFT updated needed</p> <p>NIDAS is providing training programmes for domestic abuse champions to colleagues in education and health.</p> <p>Primary Care - The practice has a Domestic Abuse policy in place which links to the most current NICE guidelines for responding/managing situations. All staff complete annual mandatory training on Teamnet for Domestic Violence and Abuse Awareness training.</p> <p>QEH - EPR is due to come into place 2026 - flags can and will still be added onto patients records and these will continue to be inaccessible to patients and visitors. QEH also have safeguarding dot (black dot) on the ward board - again this is not accessible to patients and visitors. We have a Domestic Abuse Policy (due to be renewed April 2025) which has clear guidance on domestic abuse protocols and responsibilities of all staff and includes local domestic abuse support agencies, DASH risk assessment and MARAC referral if required.</p> <p>NNUH - as highlighted in 1a, we have DA policies to support the disclosure of abuse, including DASH and MARAC forms. The DA question has also been added to the admission booklet for all patients as a means to try and identify victims of abuse who are in need of support. COMPLETE</p> <p>CGL complete full risk reviews regularly for service users and service users identified as a safeguarding concern are seen face to face no less than every 12 weeks. CGL utilise the bespoke CRIS system to record all service user interactions and record client history.</p>	ongoing		To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.
Angela	1	Improving the response to disclosures of domestic abuse across the NCSF		c	Local	Panel members to inform the NCSF of their domestic abuse training packages and how staff are supported to attend.	CGL, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH	Amy Jolly NSFT Kate Broly NWICB Tina Chuma NNUH Hannah Nicholas QEH Dave Burke/Amy Lucas Norfolk Constabulary Jo Riley/Mat Armitage CGL Kristal Oakley NIDAS	01/07/24	<p>NCSF Training Group established.</p> <p>NCSF Domestic Abuse Training Audit complete</p> <p>NCSF Practitioner survey complete - measuring practitioner experience.</p> <p>NCSF Domestic Abuse Training Standards agreed by training group.</p> <p>NCSF Domestic Abuse Training Standards agreed by DASVG.</p> <p>NCSF Domestic Abuse Training Standards implementation process agreed.</p> <p>NCSF Domestic Abuse Training Standards implementation delivered. this provided assurance from all CSP members of their training offer for frontline staff.</p> <p>NIDAS is providing training programmes for domestic abuse champions to colleagues in education and health.</p> <p>Primary Care - The practice has a Domestic Abuse Champion in place who has completed a 2 day course. The staff also annually complete a training course on Domestic Violence and Abuse Awareness.</p> <p>QEH - the safeguarding team are available to provide advice/guidance to staff when domestic abuse is disclosed out of hours this is managed by the quality matron. All key information is also available on the trust intranet site within the domestic abuse category within safeguarding. The trust has adopted into ED the do you feel safe at home question which is included in triage training. The trust also has domestic abuse champions</p> <p>NNUH- DA training is embedded within the safeguarding level 3 training day. The session takes about 1 hr 15 mins to complete. Staff attend every 3 years as prompted by Electronic Staff Records. Managers are encouraged to release staff to attend mandatory</p>	Complete	Jul-24	To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.

Angela	1	Improving the response to disclosures of domestic abuse across the NCSF	REVIEW	d	Local	Panel members to confirm to the NCSF the pathway for responding to disclosure made to its organisation/staff and confirm how its staff are made aware of this pathway.	<p>CGI, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH</p> <p>Jo Riley/Mat Armitage CGL</p> <p>Kristal Oakley NIDAS</p>	01/07/25	<p>NSFT update needed</p> <p>Clinical supervision is available within all relevant health partners. However, it takes the form of different approaches</p> <p>Relevant health partners are responsible for reviewing supervision policies and mechanisms within their organisations to ensure that staff are being supported to practise effectively.</p> <p>Primary Care - A Domestic Abuse Champion is in place within the surgery. All staff complete annual mandatory training on Teamnet for Domestic Violence and Abuse Awareness training. The practice has a Safeguarding Board which includes local information related to Breckland, which includes links and latest information. This board was updated Nov 2024.</p> <p>QEH - the safeguarding team are available to provide advice/guidance to staff when domestic abuse is disclosed out of hours this is managed by the quality matron. All key information is also available on the trust intranet site within the domestic abuse category within safeguarding. The trust has adopted into ED the do you feel safe at home question which is included in triage training. The trust also has domestic abuse champions</p> <p>NNUH- As highlighted in action plans above with regards to policies. In addition, staff are reminded of policies and processes in training. There is also a section of DA in the safeguarding pages on the Beat (our hospital intranet). Support is also provided by the safeguarding team and DA Champions via telephone or in person when required. Out of hours this can be sought via the Site Practitioners or Senior Matrons, escalated to the Gold on call if required (Gold on call is a very senior manager at Associate Director or Director level). NNUH had the benefit of an IDVA from April 2024 but due to lack of funding, this post ceased on 28th February 2025.</p> <p>Change Grow Live - There are Domestic Abuse Champions in all CGI services, and all front-line practitioners complete 6 hours of training that includes the following:</p> <ul style="list-style-type: none"> •to understand the different components of domestic abuse - its myths, realities, and prevalence •to learn the legal issues for consideration as a practitioner 	ongoing	To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.	
Angela	1	Improving the response to disclosures of domestic abuse across the NCSF	INFORMATION	e	Local	To provide victims/survivors, their families, and friends with accessible information about local domestic abuse services.	<p>CGI, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH</p> <p>Sue Starling OPECN and Syreets Lund Norfolk Police</p>	01/12/25	<p>NCSF is developing a victim's care directory with Norfolk and Suffolk Victim Care. Once available, this will be publicised through the NCSF, making all services aware of the services available locally for victims of crime.</p> <p>the NCSF will ensure that the Victim Care Directory is linked to NCSF partner websites and policies of relevant partners.</p> <p>DASVG to lead public communications on DA, public awareness to be embedded in the DASVG Strategy</p> <p>Primary Care - Posters and leaflets related to Domestic Violence and Abuse are on display throughout the surgery.</p> <p>Jan 26 update: Norfolk and Suffolk Victim Care is being delivered by new provider (Catch 22). OPECN is taking on updating information to share with public. Information is presently available via Norfolk Directory and https://www.norfolk-pcc.gov.uk/services-we-provide/supporting-victims-and-protecting-the-vulnerable/help-for-victims-of-domestic-and-sexual-abuse/</p> <p>CGI Norfolk has several DA Champions who lead on regular staff updates and along with the 14 DSLs are available for advice and guidance when a service user reports domestic abuse. CGI delivers 'affected other' groups using staff trained in recognising and responding to reports of Domestic Abuse</p>	ongoing	To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.	
Angela	2	Alcohol, Mental Health and Domestic Abuse	TRAINING & AWARENESS RAISING	a	Local	To raise awareness of the correlation between alcohol, mental health, and domestic abuse to frontline practitioners.	<p>CGI, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH</p> <p>Liam Bannon OPECN</p>	01/12/25	<p>DARDR Webinar to take place sharing learning from this DARDR and to cover alcohol, mental health and domestic abuse. will be achieved post publication of DARDR.</p> <p>NCSF have produced 7 minute briefing on this subject which will be published and distributed across CSP</p> <p>Change Grow Live (CGL) ran a series of training throughout 2024 and are hoping to do the same again in 2025 – this will focus on substance misuse, in particular safeguarding children.</p> <p>Change Grow Live Norfolk Events – 10 Upcoming Activities and Tickets Eventbrite</p> <p>Primary Care - The ICB All-Age Safeguarding Team will share details of the webinar once dates are released. Information related to safeguarding reviews (DARDR/SAN/SPCR) are shared within ICB Primary Care Safeguarding Training sessions, which must be attended by GPs on a yearly basis.</p> <p>QEH - The safeguarding team will disseminate the details of the webinar once released – we will also bring this for awareness at the safeguarding forum.</p>	ongoing	To ensure that victims/survivors have access to support and pathways and that practitioners receive direction to facilitate effective responses.	
Angela	3	Caregiving Responsibilities and Domestic Abuse		a	Local	To identify and promote training and guidance on adopting a trauma informed approach to supporting domestic abuse victims. This shall encompass the recognition of trauma associated with intimate partner violence, familial violence, bereavement, psychological well-being, and substance misuse.	<p>CGI, GP Practice, NNUH, Norfolk Constabulary, NIDAS, NSFT and QEH</p> <p>Jo Riley/Mat Armitage CGL</p> <p>Kristal Oakley NIDAS</p>	01/09/25	<p>All OPECN staff received Trauma informed practice training.</p> <p>The police employ the Trauma Risk Management (TRiM) method to interact with personnel who have experienced traumatic events. In addition DA Matters training is provided to Norfolk Constabulary staff covering how to best support victims of domestic abuse.</p> <p>Norfolk Safeguarding Children Partnership has a trauma informed resources page. All DHR panel members to promote https://norfolkscp.org.uk/trauma-informed-practice-resources</p> <p>Norfolk Safeguarding Children Partnership and Norfolk Safeguarding Adults Board have funded several training packages and conferences to meet the need of Norfolk's workforce, a full evaluation of impact has been completed.</p> <p>Primary Care - Staff members within the GP surgery have not completed training in a trauma-informed approach. This training package is not a mandatory element of training for NHS staff.</p> <p>KB approached Healthwatch to explore undertaking victim voice research with patients regarding domestic abuse however it was agreed not to be appropriate due to remit of and expertise within Healthwatch</p> <p>QEH - The trust does not have TRiM in place but has signposting support in place</p> <p>NNUH: The safeguarding training package includes the topic of being trauma-informed. Due to the size of the hospital, it is not possible for staff to access designated trauma-informed conferences, however, it's a thread that the safeguarding team includes in updates to the different Boards in the Trust, and it's language that's promoted in safeguarding paperwork.</p>	Complete	Mar-25	<p>Establish trauma-informed approaches and promote awareness among carers regarding the resources available.</p> <p>Evaluation of 2023 NCSF and NSAB TIP training details impact. 2024 report due in the short term.</p>
Angela	3	Caregiving Responsibilities and Domestic Abuse	PRACTICE	b	Local	Where carers are identified to provide access to appropriate support resources and assessments. Carers Matter Norfolk is the local offer.	<p>GP Practice, NNUH, NSFT and QEH</p> <p>Tina Chuma NNUH</p>		<p>NNUH has indicated in the admission documentation whether the patient is a carer.</p> <p>Relevant partners to distribute the directory of carer support within their services.</p> <p>Primary Care - The surgery has a resource of services and support for Carers at reception which staff can use to support/signpost to patients.</p> <p>Information on support services operating in Norfolk is available here https://communitydirectory.norfolk.gov.uk/</p> <p>NNUH has indicated in the admission documentation whether the patient has a carer, and there is a question about identifying if there are signs of carer fatigue, with an additional statement for staff to consider contacting Local Authority for additional support for the carer. There is also a section in the safeguarding adults policy about access to support for carers, as well as information on the Beat (hospital intranet). COMPLETE</p>	Complete		<p>Establish trauma-informed approaches and promote awareness among carers regarding the resources available.</p>

									Police to review the information that people are released from custody to assist individuals in comprehending the terms of their release. Police to create leaflet to provide people being discharged with. Under the Health Services provision at NNUH, discharge documentation is provided in the form of an Electronic Discharge Letter (EDL). This entails reason for admission, the treatment the patient received whilst in hospital, and any plans for follow up care. This is sent to the GP and is also shared with relevant identified professionals where appropriate. If the reason for admission was for a safeguarding, this will be on the EDL. A specific contact name will be added if it's known and if appropriate due to the possibility of seeing different practitioners, otherwise if a patient has had interactions with the Mental Health Team or has been referred to a service like Change Grow Live for support with Substance Misuse as an example, the Service will be listed as opposed to contact person. COMPLETE			
Angela	3	Caregiving Responsibilities and Domestic Abuse	INFORMATION	c	Local	Discharge planning and release from custody must ensure that appropriate documentation is provided to the individual being discharged/released and that provisions are made to ensure safe discharge/release.	NNUH and Norfolk Constabulary	Imp Dave Burke		ongoing		Establish trauma-informed approaches and promote awareness among carers regarding the resources available.
									NSFT update needed CGL staff attend training in Suicidal Behaviours over a two-day training course. This involves being aware of the signs and signals of suicidal behaviour, identifying risk factors – risk rating for suicidal behaviour and to identify helpful responses to presentations of suicidal behaviour GP practice has created a suicidal ideation guide for staff working in their surgery that covers how to discuss suicide and how to safety plan. This is based upon best practice available nationally and in Norfolk and details local services			
Angela	4	Suicide and Domestic Abuse	PRACTICE	a	Local	To support an individual who has disclosed suicidal ideation by implementing a safety plan, with a particular emphasis on adhering to the guidelines established by NICE, concerning Self Harm.	CGL, GP Practice, NSFT			ongoing		GP Surgery staff have best practice guidance to respond to suicidal ideation.
									The development of domestic abuse standards to include routine enquiries for persons presenting with domestic abuse and or suicidal ideation. Primary Care - When suicidal ideation or self harm are indicated within a consultation, GPs within the surgery will directly question about domestic violence and abuse. ICB provides template DA policy for GPs which includes making a domestic abuse enquiry when there is a presentation of self-harm or with suicidal ideation. NNUH and QEH refer people presenting with self-harm or suicidal ideation directly to NSFT as the mental health lead service. COMPLETE NSFT - DA Policy reflects the following symptoms of domestic abuse: Emotional or psychological symptoms •Symptoms of depression •Anxiety •Post-traumatic stress disorder (PTSD) •Sleep disorders •Self-harming or suicidal tendencies •Alcohol or drug misuse. The policy goes on to identify the expected response to Domestic Abuse, referencing the need for curiosity, consideration to using questions from the 'Safer Lives UK' guidance and considering the safety of those conversations (if Perp is nearby etc). It then follows this with a section around risk assessment and planning, using the DASH tool and referral to MARAC. So this would be the advised response for clinicians alongside their usual clinical risk assessment for suicidality and self-harm.			
Angela	4	Suicide and Domestic Abuse	PRACTICE	b	Local	Routine safeguarding enquiries to consider and explore trauma-informed approaches to suicidal ideation and self-harm, including enquiring about domestic abuse.	CGL, GP Practice, NNUH, NSFT and QEH	Amy Jolly NSFT Kate Broily NWICB		complete		All relevant agencies engage in discussions with the individuals regarding safety planning.