

DHR Action Plan – Robyn - Norfolk CSP **Confidential**

This action plan has been agreed by the Norfolk Community Safety Partnership and oversight of its delivery will be provided by the Norfolk Community Safety Partnership. Agencies listed as owning actions will be held to account for delivery of actions listed and effectiveness of delivery will be assessed by the DARDR Oversight Group.

	Recommendation	Scope of recommendation	Action to take	Lead Agency	Key Milestones achieved in enacting recommendation	Target Date	Completion date and outcome
1	The OPCCN to recommend to NICE to review and update the NICE guidance QS116 for staff working in general practice to ensure it is relative to current legislation.	National	NCSP and NWICB to write to NICE detailing the Overview report suggesting the need to update Guidelines and request a response from NICE. NCSP to record and, if necessary, respond to NICE.	NCSP/OPCCN	Letter sent to NICE on 14 th September 2026	On publication of report	NICE to ensure guidance QS116 reflects current legislation.
2	GP staff and Clinicians to ensure that when they have spoken to a patient in relation to domestic abuse, that the conversation is fully recorded, even if the patient denies the abuse.	Local	ICB to create a briefing on the DARDR learning for Primary Care, which includes a reminder that it is important to fully document conversations with patients, even when they deny domestic abuse	ICB – Executive Director of Nursing	Circulate briefing to all practices. Seek confirmation that this will be disseminated to all Practice staff ICB to send questionnaire to surgeries	On publication of report	NWICB has made clear to its GPs their responsibility to fully document conversations with patients

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					requesting information on what changes the surgeries will make to internal processes, and what changes GPs and Practice Nurses will make to their individual practice in response to briefing. The ICB to provide a summary report on the responses – to be presented to NCSP.		
3	Norfolk Children's Services to provide training and support to CADS staff to ensure that domestic abuse is named and provide guidance on relevant communication with both	Local	Relevant material identified for training purposes. Agreement to train recommendation. Implementation of training.	Norfolk Children's Services – CADS trainer	01/09/25 – Contact and agreement made with trainer of CADS	28/11/2025	Children Services practitioners are informed that they should communicate

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	parents in an abusive relationship who are attempting to manage child contact.				26/2/26 – included within shared learnings, case study of Robyn.		with both parents in an abusive relationship who are attempting to manage child contact. 26/2/26- CADS staff reminded of impact of ACEs on ability to manage relationships and that victims of DA might not identify as victims of DA.
4	All organisations offering therapeutic services such as counselling or psychological	Local	The ICB, Norfolk County Council and OPCC will ensure that	ICB/NCSP	Communications created and shared	31/12/2025	Increased awareness with

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	services in the Norfolk area, regardless of size, should be provided with the resources to ensure their staff and volunteers are equipped to deal with and respond to suicide. National guidance and training are affordable and accessible, and every effort should be made by organisations and individuals offering these services to keep up to date on how to respond safely, including informing authorities as appropriate.		relevant digital resources for professionals include clear guidance on suicide prevention – this will include Norfolk county council suicide prevention and safeguarding webpages, ICB mental health pages and any other relevant resource pages as required.		throughout NCSP, ICB and Norfolk County Council to promote suicide Assets shared		counselling or psychological services in the Norfolk area of suicide prevention and the resources available to them to act in such situations.
5	Office of the Police and Crime Commissioner for Norfolk to be a critical friend to Dawn's New Horizon for safeguarding policies and procedures, providing written feedback and recommendations. The	Local	OPCCN to meet with Dawns New Horizon to discuss practice and identify opportunities to engage in local networks, reviewing safeguarding policies, and provide advice on	OPCCN – Community Safety Manager	Meet with Dawn's New Horizon and provide written advice. All policies held by DNH have	31/07/2025	10/07/25 Dawn's New Horizon have: - Confirmed they are not and will

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	policies should outline processes and procedures for staff to follow in the event of disclosure or identification of domestic abuse or safeguarding risk.		how to work safely with those disclosing abuse or suicidal ideation.		been reviewed to ensure they are current.		not work with perpetrators. - Updated and signed off - Implemented procedures to ensure transparency with service users on how they will respond to disclosure of abuse, including gathering consent

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							to share information. - All new clients complete a DASH
6	Dawn's New Horizon to ensure a DASH Risk Assessment is completed each time a client discloses any form of domestic abuse, providing monitoring statistics to the CSP one year after implementation.	Local	Dawn's New Horizon to provide number of DASH assessments completed covering the year between 01/01/2025 to 31/12/2025 to NCSP.	Dawn's New Horizon - CEO	DASH risk assessment implemented Data sent to OPCCN	31/03/2025	Dawn's New Horizon complete a DASH with each new client in service.
7	Dawn's New Horizon to ensure their staff and volunteers are equipped to deal with and respond to suicide by providing training and information on how to respond to those with suicidal ideations.	Local	Training programmes to be identified and relevant training provided.	Dawn's New Horizon - CEO	All staff and volunteers have completed zero suicide alliance training of suicide prevention	31/10/2025	All staff and volunteers have increased awareness of how to prevent suicide.

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8	Norfolk CSP perpetrator subgroup to identify services that could be utilised or commissioned within Norfolk for those perpetrators who have not come to the attention of the police but wish to seek help for their behaviour.	Local	Analyse current: - Local and national services available - evaluate services offered, as per the HO Domestic Abuse Perpetrator Intervention Standards, which meet the recommendation. - Local and national referral routes where available. Utilise and evaluate analysis to identify gaps in agency/county service provision to support forward strategic planning. Identify partnership/national co-commissioning	Chair of DASVG Perpetrators Group		31/6/2026	

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			opportunities which could support future service delivery.				
9	Norfolk and Waveney ICB to promote the National Respect helpline to GP Surgery's for signposting to patients when relevant.	Local	Information regarding the National Respect helpline to be included in Level 3 Domestic Abuse Awareness training for primary care delivered by the ICB All-Age Safeguarding team and included in the Spotlight on Safeguarding newsletter shared with all GP practices in Norfolk and Waveney	ICB – Designated Adult Safeguarding nurse	Level 3 Domestic Abuse Awareness training for General Practice scheduled for October 2025. Information to be added to the next Spotlight on Safeguarding newsletter scheduled for October 2025.	31/10/2025	October 2025 The National Respect helpline promoted to GP surgeries. This action will empower General Practice staff to signpost perpetrators and male victims of domestic abuse to relevant services providing an opportunity for early

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							intervention and support.
10	GP's to take a trauma informed approach to explore whether domestic abuse is taking place, whilst being sensitive to the possibility that they may not have recognised this or may not be able to articulate this.	Local	Provide further information and guidance to General Practice staff on more nuanced areas of domestic and sexual abuse	ICB -	Include slides on Adverse Childhood Experiences (with a focus on domestic abuse/violence and sexual abuse) and the need for a trauma-informed approach in future training sessions	1/10/2025	Oct 2025