

Delivery Group ACTION PLAN

March 2009 – March 2011

The overarching strategic objective of the DVSP Delivery Group is to enable coordination and monitor effective implementation of the borough Domestic Violence Action Plan 2008 – 2011 for the London borough of Hammersmith & Fulham.

The Delivery Group meets a minimum of 4 times per year and is responsible for tracking progress, monitoring performance, resolving difficulties and enabling partnership working to ensure the effective implementation of the action plan. In order to do this the Delivery Group establishes performance indicators and priority tasks for the action plan in consultation with members of each operational Group. In addition the Delivery Group may establish time limited advisory/working groups as well as task other DV Partnership Operational Groups with specific projects.

The DG has a responsibility to promote at all times best practice, high quality service delivery, survivor consultation, effective data collection, equality of opportunity and comprehensive training for staff at all levels working with domestic violence and related issues. The Delivery Group reports to the Strategic Partnership Group on all aspects of the action plan with specific responsibility for developing performance indicators and effective coordination meeting the following strategic objectives: :

- **Strategic Objective 2 : Training**
- **Objective 3, 4 & 7 : Services & Diversity**
- **Strategic Objective 6 – CJS via CCR (MARAC, SDVC, IDVA)**

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Strategic Aims	Outcomes	Actions	Performance Indicators	Timescale	Lead Agency / Officer
1. To have in place a Coordinated Community Response (CCR) to domestic violence as part of a borough wide approach	1.1 To have in place high quality, well coordinated services and responses to domestic violence	1.1.1 To attach performance Indicators to the action plan	Devise indicators that measure partnership activity	March 2010	Delivery Group
		1.1.2 To ensure criminal justice responses are survivor centred via the CCR such as MARAC, SDVC, Police and IDVA services)	Ensure indicators that measure service delivery and success are in place and report regularly to the DG	March 2011	Data held centrally at ST: MARAC SDVC IDVA monitoring in place
	1.2 To identify gaps in services and emerging needs in the borough	1.2.1 To host an annual partnership conference	Annual conference	Annually	ST
		1.2.2 To conduct reports, needs assessment & consultations eg (Completing the Jigsaw research)	As appropriate	Minimum 1 yearly	Delivery Group
2. To enable coordination and monitor effective implementation of the borough Domestic Violence Action Plan 2008 – 2011	2.1 To ensure strategic coordination across key partnerships such as Health, Children and Young People, LCJB, CDRP	2.1.1 To identify joint strategic issues	Updates at DG & SPG meetings	Ongoing	Delivery Group
		2.1.2 To identify current and planned inclusions in other partnership plans	DV Targets & indicators embedded into other partnership plans	March 2011	Delivery Group & Strategic Partnership Group
	2.2 To have an efficient, structured approach to resolving operational difficulties linked to the action plan	2.2.1 To monitor and resolve any difficulties that hamper effective implementation of the borough action plan via the DV partnership	To have regular meetings in place (Meeting dates table)	Annual schedule in place by Jan each year	Delivery Group
		2.2.2 To ensure action plans are in place for each Operational Group of the Partnership	Action plans with performance indicators are in place and reviewed annually		Housing DVSSG Children & Health MARAC SDVC

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Operational Aims	Outcomes	Actions	Performance Indicators	Timescale	Lead Agency / Officer
	2.3 To be aware of any significant changes in policy, practice and legislation related to domestic violence in it's broadest sense	2.3.1 All Delivery & Strategic Partnership Group members to update DG as appropriate	Information shared at meetings	As appropriately	Delivery Group
3. To hold perpetrators to account	3.1 To have an efficient, effective police response to domestic and sexual violence	3.1.1 Monitor arrest, detection and conviction rates	Performance data report at each DG	Quarterly	Matthew Tucker
	3.2 To effectively manage known perpetrators	3.2.1 Monitor uptake and outcomes of IDAP	Performance data report at each DG	Quarterly	Probation
	3.3 To have clear referral routes to voluntary perpetrator programmes	3.3.1 Monitor uptake and outcomes of referrals (AI - Aman project)	Performance data report at each DG	Quarterly	DVIP
4. To improve criminal justice responses dealt with in the SDVC	4.1 To have in place an effective SDVC that holds survivor safety at the centre of planning and service delivery	4.1.1 Monitor performance of the SDVC and resolve any operational issues	Quarterly reports to the DG	Quarterly	CMG
			Annual review & performance report to DG/DVSP	Annually	Colin Cooper
		4.1.2 Monitor the effective implementation of the SDVC Protocol	Weekly observations and summary reports to CMG Review & update the SDVC protocol	Weekly By Sept 2010	Tanya Allen Colin Cooper ST
		4.1.3 Identify & deliver training to CJS personnel & magistrates	Update bench book Training delivered (see training outcomes)	As appropriate Annually	Peta Sissons

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5. To increase safety and reduce risk to survivors and their children via access to advocacy services	5.1 To ensure every survivor coming to police attention has the option of ADVANCE advocacy support	5.1.1 Maintain proactive referral pathway from police to ADVANCE & monitor uptake	Referral protocol in place	Quarterly	Advance CSU
		5.1.2 To ensure every ADVANCE case going to court has court support	Monitor via internal case tracking and DVVWSG	Quarterly	Advance CMG
	5.2 To increase survivor (and their children's) safety and reduce the risk of recurring, serious violence	5.2.1 To track the number of protection measures in place for ADVANCE clients	Verbal update at DG & SLA	Quarterly	Advance
		5.2.2 To encourage all voluntary sector agencies to achieve accreditation/minimum standards	Accreditation/minimum standards in place		Voluntary sector specialist services
6. To reduce repeat victimisation, serious injury and homicide	6.1 To maintain an efficient, effective MARAC	6.1.1 To have in place a MARAC Coordinator, administrator and chair	Monitor via DG	Annually	Delivery Group
		6.1.2 To monitor the effective implementation of MARAC	Track NI32 report to DG & funders		
		6.1.3 To have in place quality assurance standards	QA standards in place awarded	In place by August 2010	MARAC
		6.1.4 To have in place a MARAC training and induction process	Monitor via Training Strategy & report	Bi annually	Standing Together
		6.1.5 To ensure all participating agencies embed MARAC into service delivery, referral pathways, staff training, data collection and information sharing	Progress tracked at annual reviews	Annual	Delivery Group
			Training log (see training outcomes)	6 monthly reports	
7. To ensure all services are delivered within the diversity framework	7.1 To identify and reduce barriers for accessing services for marginalised groups	7.1.1 To produce accessible resources, and disseminate best practice guidance	CCR bulletin	Monthly	Standing Together
			Directory of services Crisis cards	Annually	
			ST website	Quarterly	

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Training Aims	Outcomes	Actions	Performance Indicators	Timescale	Lead Agency / Officer
8. To ensure staff at all levels are confident at delivering effective responses to anyone accessing services	8.1 To ensure survivor consultation is an integral part of service planning, development and delivery	8.1.1 To identify opportunities & resources for SUC and ensure that 'lessons learned' are used to further improve frontline delivery and strategic coordination	Min 1 consultation per year	Annually	Delivery Group
	8.2 To ensure local professionals have access to domestic violence services (local or national)	8.2.1 Raise awareness of internal LBHF Domestic Violence Policy to managers and staff To monitor impact	Evidence of Internal marketing Embedded into Training strategy & monitor referrals	As appropriate	LBHF HR Department ST Advance
	8.3 To ensure a strategic and coordinated response to training and development across the partnership	8.3.1 To monitor uptake and impact of domestic violence training	Report to DG	6 monthly	Peta Sissons