



Hampshire Domestic Abuse Partnership

Multi-Agency Domestic Abuse Training Strategy

November 2018

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I. Introduction and context

- 1.1 It is vitally important that everyone who comes into contact with women, men and children who have experienced domestic violence and abuse (DVA) in the course of their work is able to give an appropriate response. This is particularly true of “front line” workers such as health service professionals, teachers, social workers, housing, the criminal justice section (e.g. police officers, probation Youth Offending Teams) and solicitors, as well as those in the voluntary sector.
- 1.2 In Hampshire, we recognise that many, if not most DVA situations are complex. It recognises that domestic violence and abuse takes many forms, and can happen to anyone, regardless of age, sex, income, ethnicity, geography or status. Domestic abuse is most commonly perpetrated by men against women; however, it is acknowledged that men and people in same-sex relationships also experience abuse. Abuse is never acceptable, regardless of the gender of the victim or the perpetrator and this should be emphasised at the beginning of any training on domestic abuse.
- 1.3 DVA is often hidden, and is vastly under-reported. Because of this, the true prevalence can only be estimated; a recent Hampshire DVA needs assessment highlights around 38,000 women, 17,000 men and 40,000 children in Hampshire who are likely to have been affected by DVA in the last year alone. It is a problem which has huge personal, social and economic costs and consequences.
- 1.4 There is recognition of the important role of training in working towards a better response to and the elimination of domestic abuse. Training can both improve service provision to people (including children) experiencing domestic abuse and impact on the prevention of abuse through conveying strong and unequivocal messages about its unacceptability.
- 1.5 The focus of this strategy is on identifying training and development activity required to support improvement in services to women, men and children who are experiencing domestic abuse, and to those who perpetrate violence and/or abuse.
- 1.6 Central to effective working around domestic abuse is a competent and well trained workforce. The Hampshire Domestic Abuse Partnership is committed to ensuring the workforce is confident and competent to carry out their responsibilities to safeguard people against the risk of domestic abuse. This multi-agency strategy is designed to support the development of best practice in domestic abuse work and to ensure that professionals across the sectors are able to carry out their duties.
- 1.7 There will therefore be a requirement for all sectors to view domestic abuse training as ‘core business’, to demonstrate their commitment to this change of culture through leadership and to take responsibility for ensuring that appropriate standards of training are met.

- 1.8 This Strategy is not prescriptive. It is a tool designed to help inform and shape both single-agency and multi-agency domestic abuse training plans. It seeks to establish a consistent approach across agencies and can be used as a tool benchmark to assess training provision.

2. Definition of domestic violence and abuse (DVA)

- 2.1 The most important legislative change in recent years concerning DVA was the recognition, in 2015, of ‘coercive control’ as a specific criminal offence. This led to a new cross-Governmental definition of DVA as:

‘ . . .any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to:

Psychological, physical, sexual, financial and emotional.

Controlling behaviour

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victimⁱ

- 2.2 This definition includes so-called ‘**honour**’ based violence, female genital mutilation (FGM) and forced marriage. It is made clear that victims are not confined to one gender or ethnic group.
- 2.3 While legislation is gender neutral, as we have noted previously, women and girls are disproportionately affected by domestic violence and abuse. In addition, there are other risk factors associated with increased prevalence of domestic violence and abuse. These include:
- Age: Risk is highest in the younger age groups (16-19 and 20-24, for both men and women).ⁱⁱ
 - Having a long-term illness or disability – women with a long standing illness or disability were more than twice as likely to report having been a victim of domestic abuse (15.7% compared to 6.2% who had no long standing illness or disability. An increased risk is also seen for men (7.3% compared to 3.9%))ⁱⁱⁱ
 - Being divorced or separated: over 20% of women and 13% of men who were separated/had legally dissolved partnerships, and nearly 19% of divorced women and 13.2% of men, compared to 3.6% (women) and 2.9% (men) of married respondents had experienced domestic violence in the last year^{iv}. Risk also increases around the time of separation^v

- Employment status: closely associated with long term illness/disability (above), 22.6% women classed as 'inactive: long term/temporary sick/ill' compared to 6.9 or women classed as 'employed' (men: 10%:3.8%)^{vi}
- Being pregnant or recently having given birth^{vii}. Around 14,500 births are registered to women normally resident in Hampshire each year.
- Sexuality/sexual identity: Research by Stonewall^{viii} indicates that 1 in 4 lesbian or bisexual women, and almost half of all gay or bisexual men report having experienced some form of domestic abuse. The extent of under-reporting may be higher than for people in heterosexual relationships, since coming forward will require the victim to disclose their sexuality to police or other authorities. Additionally, fear of being involuntarily 'outed' may in itself provide a means for an abuser to exert control. Although there is not a great deal of research into domestic abuse in the transgender community, there are indications that they may experience even higher levels of abuse within intimate partner relationships^{ix}.

3. Underpinning principles

3.1 This Strategy is underpinned by a number of important principles which include:

- All learning and development activity should create an ethos which values working collaboratively with others, places the service user at the centre of practice, respects diversity, promotes equality and human rights, dignity, freedom and respect for others.
- An emphasis on the role of agencies in addressing domestic abuse with individuals and that this activity forms part of the wider early intervention, prevention and safeguarding agenda.
- The importance of ensuring a wide awareness of domestic abuse and of developing practice that is consistent with the current legal and policy context.
- Each organisation has individual responsibility for ensuring that their workforce has the required knowledge and competencies to carry out their responsibilities around domestic abuse.
- The importance of promoting a consistent approach as well as a common and shared understanding of the respective roles and responsibilities of different organisations and that this can contribute to the development of effective partnership working.
- Single agency training provision will reflect the broad levels of development and learning outcomes agreed by this strategy.
- The use of standardised materials and a cascade approach for some types of training.
- This strategy will link with other relevant programmes such as child and adult safeguarding and community safety.
- There is individual agency and collective responsibility for the development and success of this approach.

4. Aims of the Training Strategy

4.1 The aims of this strategy are:

- to contribute towards the elimination of domestic abuse.
- that all agencies, individually and working together, can make the required changes to ensure that the best possible service is provided to anyone affected by domestic abuse, including underrepresented communities.
- that all workers who come into contact with people who have experienced domestic abuse, and those who have used violence/abuse, have the knowledge, understanding and skills required to work with domestic abuse cases.
- that all relevant staff are equipped with the knowledge, understanding and skills necessary for working across professional boundaries.

4.2 For the Training Strategy to succeed it must focus on attitudes and beliefs as well as information and procedures. Domestic abuse is a complex and sensitive issue, which cuts to the core of individuals' personal beliefs and experiences of intimate relationships. It is also the subject of many myths and misconceptions^x, many of which are widely accepted as reality, but are potentially dangerous to women, men, children and young people if used to inform practice.

4.3 Improving multi- and single-agency responses and individual workers' practices requires more than simply training. In order to ensure that improvements are maintained, a number of other inter-related initiatives are required, e.g. effective policies and protocols, screening tools, intra- and inter-agency communication systems and worker support systems. Developing and maintaining these systems is therefore an integral part of the Training Strategy.

5. Organisations and groups covered by this strategy:

5.1 The following Hampshire based agencies and organisations are covered by this strategy:

Local Authorities

Hampshire County Council
Hampshire Fire and Rescue Service

District/Borough Councils

Basingstoke, East Hampshire, Eastleigh, Fareham, Gosport, Hart, Havant, New Forest, Rushmoor, Test Valley and Winchester

Criminal justice organisations

Hampshire Constabulary
HM Prisons (Winchester, HMP IOW, Haslar IRC)
Hampshire Youth Offending Team
Hampshire and IOW Community Rehabilitation Company
National Probation Service (South Central)

Education

Schools (primary and secondary schools per local authority area)
Further education colleges

Health

NHS England (Wessex Local Area Team)
Hampshire and Isle of Wight Clinical Commissioning Groups
Solent Healthcare
Southern Health Foundation Trust
Hampshire Hospitals Foundation Trust
Portsmouth Hospitals Trust
University Hospitals Southampton Trust
Frimley Health NHS Foundation Trust
South Central Ambulance Service (SCAS)
South East Coast Ambulance Service (SECAmb)
Primary Care (GP practices, dentists, optometrists and pharmacists)
Health Education Wessex

Independent Sector

Care providers
Voluntary organisations
Housing organisations

6. Relevant Guidance

- 6.1 This Strategy has been informed by the requirements outlined in the following documents:
- HM Government's 'Ending Violence Against Women and Girls (VASG) Strategy' (2016-2020)
 - Hampshire Domestic Abuse Partnership Strategy (2017-2022)
 - NICE Guidance (PH50)
 - Relevant sector based guidance, competency and core skills frameworks

7. The Model

- 7.1 The Strategy identifies domestic abuse functions linked to generic role types and for each, outlines the levels of training, skills, competencies and learning outcomes required for each.
- 7.2 It is important to note that the model describes generic role types (linked to the domestic abuse function of that role) rather than describing specific staff roles or titles. It is possible that some roles may sit in more than one category. Therefore, individual organisations will be responsible for mapping their staff roles against the functions and role types outlined in order to find the best 'fit'. The generic role types or functions are as follows:
- Essential Awareness for All
 - Concerns
 - Responders
 - Decision makers
 - Governance and board roles.
- 7.3 For each role type or function the relevant target audiences have been identified and some standardised materials, e learning and face to face training packs and resources may be available. Where available, information about these resources will be hosted on the HCC Public Health DA web pages, with the aim to allow local organisations to be able to access and support their own in-house training, or to be able to contact/buy in other expert organisations to deliver the training. Any multi-agency training that is available across the county will also be advertised on the PH DA web pages.
- 7.4 Similarly, publicity materials to increase awareness of domestic violence and abuse within local communities and specific groups such as service users, relatives, carers will be developed as part of the wider Hampshire Domestic Abuse Strategy, primarily via the partner members of the Hampshire Domestic Abuse Partnership Board, but also with voluntary sector specialists.

8. Learning outcomes linked to generic role types

Essential Awareness for All

Function: To raise awareness of domestic abuse and to develop community engagement.

Learning Outcomes	<ol style="list-style-type: none"> 1) Understanding of what domestic abuse is 2) Understanding of who can be affected 3) Understanding of the types of domestic abuse 4) Knowledge of how to report concerns 5) Knowledge of what support is available, for all members of the family 6) Confidence to report concerns
Target audiences	<ul style="list-style-type: none"> - All paid and unpaid staff as part of their core induction* - Local communities - Voluntary organisations and volunteers - Service users, carers and relatives, particularly those in other service settings identified as high risk priority groups for DA (e.g. drug/alcohol services, mental health services, women in the criminal justice system).
Content	<ol style="list-style-type: none"> 1) Basic domestic abuse awareness 2) The nature, extent, effects and causes of domestic abuse 3) Signs and Indicators of domestic abuse 4) How to report concerns 5) Rules of confidentiality, consent and information sharing 6) Recording 7) Whistleblowing 8) Ensure “professional curiosity” is raised where appropriate.
Suggested delivery methods	<p>A combination of multi-agency agency delivery and targeted agency sessions, including: induction, basic awareness information sessions, E learning modules and study aids using standardised training packs and material, leaflets and other publicity material.</p>

Concerns: anyone who works for an organisation that may come across a concern of domestic abuse

Function: To identify domestic abuse concerns and to report concerns appropriately.

Learning Outcomes	<ol style="list-style-type: none"> 1) Understanding of what domestic abuse is 2) Understanding of the nature, extent, effects and causes of domestic abuse 3) Understanding of who can be affected, including those in hidden communities 4) Understanding of the types of domestic abuse 5) Ability to recognise signs and indicators of domestic abuse 6) Knowledge of how to report concerns, including for victims, children and perpetrators 7) Ability to follow reporting procedures 8) Knowledge of what support is available, for all members of the family 9) Confidence to report concerns
Target audiences	<ul style="list-style-type: none"> - All paid and unpaid staff as part of their core induction* - Front line staff - Ancillary staff - Voluntary organisations and volunteers <p>* Includes front line staff in universities, adult social care, children’s social care, schools, FE colleges, district and borough councils, housing organisations, police and neighbourhood teams, probation (CRC & NPS), YOTs, prisons and other custodial settings, hospitals, community health, GP’s and primary care, fire and rescue, voluntary organisations, charities, faith organisations, care providers.</p>
Content	<ol style="list-style-type: none"> 1) Basic domestic abuse awareness 2) The nature, extent, effects and causes of domestic abuse 3) Signs and Indicators of domestic abuse 4) How to report concerns 5) Rules of confidentiality, consent and information sharing 6) Recording 7) Whistleblowing 8) Ensure “professional curiosity” is raised where appropriate.
Suggested delivery methods	<p>A combination of multi-agency agency delivery and targeted agency sessions, including: induction, basic awareness information sessions, E learning modules and study aids using standardised training packs and material, leaflets and other publicity material.</p>

Responders

Function: Staff with professional and organisational responsibility for identifying concerns of domestic abuse and who may be expected to undertake direct work with someone who has been identified as at risk of or experiencing domestic abuse.

<p>Learning outcomes</p>	<p>Demonstrate an ability to (relevant to the target audience):</p> <ol style="list-style-type: none"> 1) Understand the nature, extent, effects and causes of domestic abuse 2) Identify the influencing factors, stereotypes and myths connected with domestic abuse 3) Understand the potential impact on the victim and children 4) Understand Adverse Childhood Experiences (ACEs) 5) Adopt a person centred, whole family approach 6) Adopt a trauma informed approach to working with families 7) Work preventively with people at risk of domestic abuse 8) Share information appropriately 9) Understand the connection between the Mental Capacity Act, adult safeguarding and domestic abuse 10) Access appropriate support for service users 11) Ask the right questions and how to have 'difficult conversations', with all members of the family, including a perpetrator 12) Complete the DASH risk assessment effectively 13) Develop effective safety plans, coping strategies and safeguarding protection plans 14) Understand how people use violence/abuse and explain their behaviour 15) Respond to perpetrators of domestic abuse 16) Understand the need to work with perpetrators in an appropriate way 17) Work within an appropriate legal, policy and professional context 18) Maintain appropriate recording 19) Ability to identify who the lead professional is and work in a multi-disciplinary team 20) Knowledge and understanding of specialist services and processes (e.g. MARAC) and referral processes.
<p>Target audiences</p>	<p>Professionals who may be expected to undertake direct work with someone who has been identified as at risk of or currently/ previously experiencing domestic abuse.</p> <ul style="list-style-type: none"> - Qualified social workers - Occupational Therapists - Case Workers - Mental Health workers - Provider Services - Qualified/clinical nursing and medical staff - Teachers - Police investigators - Probation (CRC & NPS)

	<ul style="list-style-type: none"> - YOTs - Community safety managers - Housing managers - Prison managers
<p>Content</p>	<ol style="list-style-type: none"> 1) Detailed domestic abuse awareness and legal, policy, professional context 2) Understand the nature, extent, effects and causes of domestic abuse 3) Identify the influencing factors, stereotypes and myths connected with domestic abuse 4) Understand the potential impact on the victim and children 5) Adopt a person centred approach 6) Adopt a whole family approach 7) Understand the connection between MCA, adult safeguarding and domestic abuse 8) Prevention and early intervention 9) Confidentiality and information sharing duties 10) DASH Risk assessment and management 11) Domestic abuse protection plans 12) Interpersonal skills and ‘difficult conversations’ 13) How perpetrators use violence and explain their behaviour 14) Responding to and working with perpetrators of domestic abuse 15) Recording 16) Referral processes 17) Multi-agency working when responding to domestic abuse 18) Ensure “professional curiosity” is raised where appropriate.
<p>Suggested delivery methods</p>	<p>Classroom based training, case study material and exercises, masterclasses, multi-agency seminars and workshops, practice guidance and toolkits, some E-learning, Masterclass sessions on particular topic areas relevant to the target audience / identified training need.</p>

Decision Makers

Function: Making decisions about actions and next steps, chairing meetings and supervising staff undertaking domestic abuse work.

Learning outcomes	<p>Demonstrate an ability to:</p> <ol style="list-style-type: none"> 1) Work within an appropriate legal, policy and professional context 2) Engage all relevant partners in domestic abuse work 3) Manage the information sharing process appropriately 4) Ensure appropriate support is accessed 5) Lead the risk management process and development of risk/safety plans 6) Provide effective support to staff engaged in domestic abuse work 7) Ensure any support offered is appropriate and proportionate 8) Ensure practice is consistent with a person centred, whole family approach 9) Identify and respond to learning highlighted in specific cases 10) Consult with line management as appropriate and be accountable 11) Provide supervision and opportunities for reflective practice 12) Maintain appropriate recording
Target audiences	<p>Managers who are responsible for making decisions about next steps and who may be expected to chair multi-agency meetings in agencies such as:</p> <ul style="list-style-type: none"> - Child and Adult social care - Education (schools, FE and higher education) - Health - Police - Community safety - Housing - Probation (CRC and NPS) - YOT - Prisons
Content	<ol style="list-style-type: none"> 1) Detailed domestic abuse and safeguarding awareness including legal, policy, professional contexts 2) Person centred and whole family approaches 3) Prevention and early intervention 4) Risk assessment and management 5) Information sharing duties and powers 6) Capacity and consent 7) Referral pathways 8) Interpersonal skills and difficult conversations 9) Recording 10) Chairing meetings where appropriate 11) Supervision and reflective practice 12) Ensure “professional curiosity” is raised where appropriate.
Suggested delivery methods	<p>Formal training, case study material and exercises, multi-agency seminars and workshops, practice guidance and toolkits, domestic abuse web pages, Hampshire Domestic Abuse Partnership.</p>



Relevant Board/Governance Roles

Function: To ensure domestic abuse work is embedded in all relevant organisations and to hold partner organisations to account.

Learning outcomes	<p>As part of the governance role, demonstrate an ability to:</p> <ol style="list-style-type: none"> 1) Understand the legal and policy context for domestic abuse 2) Understand the respective roles and responsibilities of partner organisations 3) Provide effective strategic leadership and guidance for domestic abuse work across the area 4) Hold local agencies to account for their domestic abuse work 5) Promote person centred, whole family and outcome based approaches 6) Ensure generic learning from cases is gained and applied in practice
Target audiences	<ul style="list-style-type: none"> - Hampshire Domestic Abuse Partnership Board - LSCB and LSAB Safeguarding Boards - Partner organisations' safeguarding committees and governance boards - Senior management teams - Chief officers
Content	<ol style="list-style-type: none"> 1) Legal and policy context for domestic abuse and how it fits with safeguarding 2) Roles and responsibilities of partner organisations 3) Person centred, whole family approaches 4) Board governance arrangements 5) Guidance on effective domestic abuse work within an organisation 6) Quality assurance framework 7) Ensure "professional curiosity" is raised where appropriate.
Suggested delivery methods	<p>Formal training, case study material and exercises, multi-agency seminars and workshops, practice guidance and toolkits, domestic abuse web pages.</p>

9. Implementation

- 9.1 Individual organisations will be responsible for the implementation of the Training Strategy within their own agency. To ensure the most effective implementation, the Hampshire Domestic Abuse Partnership (HDAP) Board has made the following recommendations to individual organisations:
- To map the specific staff roles against the generic role types and functions described in section 8 and then consider:
 - what level of training is required
 - what training method is needed
 - what the sessions should look like
 - To use this framework to benchmark their current training on domestic abuse as part of reviewing their internal training plans and revising as appropriate.
 - To identify Domestic Abuse Champions in order to give domestic abuse a higher profile and to support practice development.
 - To identify a senior manager within that organisation to monitor the delivery of the training strategy and the effectiveness of it.
- 9.2 Revised domestic abuse web pages are being developed by Public Health (on the HCC website) which will include a training section providing access to standardised resources and materials.
- 9.3 The impact and effectiveness of the Strategy will be monitored via the Hampshire Domestic Abuse Partnership Board's Training Working Group.

ⁱ <https://www.gov.uk/guidance/domestic-violence-and-abuse> accessed October 2, 2017

ⁱⁱ ONS, Domestic abuse in England and Wales, year ending March 2016 – Bulletin Tables

ⁱⁱⁱ ONS Focus on: Violent Crime and Sexual Offences, year ending March 2016 - Appendix Tables

^{iv} *ibid*

^v Richards 2004 quoted in NICE PH50 accessible at <https://www.nice.org.uk/guidance/ph50>

^{vi} See 14

^{vii} Harrykissoon 2002 quoted in NICE PH50 accessible at <https://www.nice.org.uk/guidance/ph50>

^{viii} From Stonewall, accessed at <https://www.stonewall.org.uk/help-advice/criminal-law/domestic-violence> 16 October 2017

^{ix} Tesch BP & Bekerian DA 'Hidden in the margins: A Qualitative Examination of what Professionals in the Domestic Violence Field know about Transgender Domestic Violence'. *Journal of Gay and Lesbian Social Services* 27:4, 391-411

^x <https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/myths/>