

**Domestic Homicide Review**  
**‘O’**  
**Sanitised Report**

**Commissioned by**  
**London Borough of Hillingdon**

**Victim: “O”**  
**Died 2018**

**Independent Chair**

**& Report Author: Stephen Roberts QPM, MA (Cantab)**

**Completed: October 2019**

# Review of the circumstances surrounding the death of “O”

## 1. Introduction

1.1 This is a report of a Domestic Homicide Review (DHR) conducted under the terms of section 9 of the Domestic Violence, Crime & Victims Act 2004. It examines agency responses and support given to O, a resident of the London Borough of Hillingdon (LBH), prior to her death (*sic* at the hands of her adult son) in 2018.

1.2 With the support of the Chair of the Home Office’s DHR Quality Assurance Panel and in accordance with the Home Office’s Domestic Homicide Review, Statutory Guidance (December 2016), the only published elements of the report are:

- Lesson’s Learnt
- Recommendations and
- The Action Plan

## 3. Confidentiality

3.1 In order to maintain confidentiality on publication, the victim and perpetrator are referred to using pseudonyms as follows:

	Pseudonym	Age at time of incident	Ethnicity
<b>Victim</b>	O	72	Asian-Pakistani
<b>Perpetrator</b>	B	51	British Asian-Pakistani

## **17. Lessons to be learned**

17.1 The principal lessons to learn from this case relate to the challenges of enabling older people suffering from abuse to disclose their needs to agencies. Those barriers are both cultural and situational. Overcoming the barriers will require better awareness, better information gathering and better targeting of the sensitive enquires which need to be made. Perhaps the key issue is that all staff must appreciate that opportunities to make such sensitive enquiries may be very limited and thus it is essential that staff are able to seize opportunities as and when they arise. In this particular case it is noteworthy that Age Concern staff at Hillingdon Hospital did attempt to exploit the opportunity to support O when they met her by chance at Hillingdon Hospital in May 2016 (see para. 13.8). Conversely, in February 2017 (see para. 13.12) when B was arrested at O's home, despite the fact that police officers referred the incident to the Triage Social Worker at ASC, the matter was not referred to (*sic* Domestic Abuse) MARAC, as it might have been – whilst there can be no certainty that such a referral would have been productive, the chosen course (...) certainly did not result in protective action.

17.2 The inclusion of specific reference to the abuse of older people in the existing Domestic Abuse Strategy is the first step in addressing the challenges illustrated by this case (see Recommendation 1). The remaining recommendations are made with a view to implementation of the strategy to support and protect older people.

## **18. Recommendations**

### **Recommendation 1**

Review the current Domestic Abuse Strategy and identify the abuse of older people as an explicit category of abuse within the overarching structure.

### **Recommendation 2**

Develop explicit measures in the strategy's implementation plan to monitor the development of arrangements to identify cases of the abuse of older people.

**Recommendation 3**

Review links with voluntary and charitable organisations having contact with older people to ensure engagement with training and awareness programmes. Particular attention should be paid to religious/cultural/social community-based organisations.

**Recommendation 4**

To ensure that the DA Champions' work programme includes training in identifying the signs, symptoms and 'red flags' of the abuse of older people, referral pathways, risk assessment and information relating to the available advocacy / support agencies.

**Recommendation 5**

It is recommended that the DA Champions engage with relevant voluntary, religious, culturally and ethnically-based community groups to raise awareness of the abuse of older people and seek to broaden the range/network of such organisations that are cognisant of the availability of training and/or support.

**Recommendation 6**

Review and consider adopting a One Front Door approach to encompass all forms of safeguarding, including the abuse of older people.

**Recommendation 7**

In conjunction with the CCG and in consultation with appropriate Safer Hillingdon Partnership and DA Partnership organisations, develop and pilot a short “prompt aide memoire” for the use of health professionals when dealing with older people and their carers.

**Recommendation 8**

Review the routine training/awareness programme for all staff of relevant agencies and charities to:

- Emphasise the importance of referrals to MASH/MARAC (via the “Single Front Door”) in cases where any professional believes there is an increasing trajectory of risk to a vulnerable person, even though the immediate situation does not meet the formal referral criteria.

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- Raise awareness of the cultural and situational barriers to disclosure, which may be experienced by older people

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# **Action Plan**

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Recommendation	Scope of recommendation e.g. local/regional	Key actions to take	Lead Agency / Named Officer	Key milestones in enacting the recommendation	Target Date for Completion	Progress, Date of Completion and Outcome
<p><b>1. Review the current Domestic Abuse Strategy and identify the abuse of older people as an explicit category of abuse within the overarching structure</b></p>	<p>Local</p>	<p>Inclusion in the DA Steering Executive's FY 19/20 work plan for further consideration</p> <p>Recommendation to be made by the DASE to the statutory Safer Hillingdon Partnership regarding any updates to the DA Strategy 2018 – 2021</p> <p>Final decision regarding updates to the DA Strategy 2018 – 2021 to be made by the Safer Hillingdon Partnership</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive</p> <p>(Service Provision Sub Group)</p>	<p>Addition to the DASE Work plan</p> <p>Outcome of the review of the current strategy with reference to this recommendation</p> <p>Safer Hillingdon Partnership's minuted decision</p>	<p><b>June 2020</b></p>	<p>Current DA Strategy reviewed. The abuse of older people is implicit. (November 2019)</p> <p>Decision: (i) To continue to make explicit inclusion in DA awareness training. (ii) To highlight in the new DA/VAWG strategy 2021 – 2023.</p>

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<p><b>2. Develop explicit measures in the strategy's implementation plan to monitor the development of arrangements to identify cases of the abuse of older people</b></p>	<p>Local</p>	<p>Develop SMART Actions / Measures to prevent the DA of older people and where it is identified to prevent it becoming worse</p> <p>Refine the content of the DA Strategy's Delivery Plan with SMART actions to improve sustainable performance</p> <p>Engagement with the DA Partnership's stakeholders</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive</p> <p>(Service Provision Sub Group)</p>	<p>Develop suite of measures</p> <p>Draft updated Strategy Delivery Plan for approval of the DA Steering Executive</p> <p>Publish updated Delivery Plan</p>	<p><b>July 2020</b></p>	<p>SMART measures identified as part of the performance management framework of the current strategy (see Delivery Plan in Council's DA Website DA pages)</p> <p>Years 3 of the Strategy's Delivery Plan has been updated [DASE folder of the Community Safety Team's Shared Drive and the Council's Website DA pages]</p> <p>To be reviewed by the Safeguarding Adult Boards' DA sub-group (July 2020)</p> <p>To be presented at the DASE strategic meeting in FY 20/21 Quarter 2</p> <p>Progress of this action plan will be led and monitored by the DASE for the SHP.</p>

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<p><b>3. Review the links with voluntary and charitable organisations having contact with older people to ensure engagement with training and awareness programmes. Particular attention should be paid to religious/cultural/ethnically diverse community based organisations</b></p>	<p>Local</p>	<p>Identify current levels of engagement with organisations supporting older BME people</p> <p>Identify further Community/ Voluntary sector community groups engaging &amp; supporting BME people</p> <p>Inclusion of identified Community / Voluntary sector community groups engaging &amp; supporting BME people in Borough's Local Resources Guide</p> <p>Review and where necessary update the DA engagement strategy</p> <p>Further development of the programme of Professionals' training and community events (focus on how DA affects older people, BME communities, barriers to reporting, overcoming the barriers, referral pathways support mechanisms etc)</p> <p>Work with LBH, Hillingdon CCG and other providers to increase number of health &amp; social care professionals attending multi-agency training (provided by LBH Community Safety &amp; SAB).</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive</p> <p>(Prevention &amp; Engagement Sub Group)</p>	<p>Identification of new community partners supporting BME people particularly older people</p> <p>Update to the published (on-line) Hillingdon Local Resources Guide of support organisations</p> <p>Updated and Published Engagement strategy</p> <p>Further development of the programme of Professionals' training and community events (published annually)</p>	<p><b>July 2020</b></p>	<p>The local charities and voluntary groups to be engaged with further has been assessed and engagement list has been drawn up (June 20)</p> <p>There is a gap with faith groups, which is being addressed. The Council with the police IAG led a community awareness DA event with faith leaders on 7.3.20 [a programme of engagement / awareness events has been built following this event]</p> <p>Organisations supporting older people including BME people are included within the Local Resources Guide (see Council's DA web pages)</p> <p>Engagement Strategy updated on 9.7.20 (see Council's website pages)</p> <p>The LSCB &amp; SAB have published its 2020/21 training schedule for level 1 DA training. Training now remote delivery due to Covid19. Community Safety's training programme developed. Implementation will commence in September 2020.</p>

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<p>4. To ensure that the DA Champions' work programme includes training in identifying the signs, symptoms and 'red flags' of the abuse of older people, referral pathways, risk assessment and information relating to the available advocacy / support agencies.</p>	<p>Local</p>	<p>Review and update the DA Champions work programme</p> <p>Review and update the training programme (led by LBH Community Safety Team) to encapsulate signs / 'red flags' of abuse, barriers to reporting, referral pathways and local/regional support organisations</p> <p>Update Communication &amp; Engagement Strategies</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive</p> <p>(Prevention &amp; Engagement Sub Group)</p>	<p>Progression of the DA Champions work programme</p> <p>Recruitment of DA Champions specifically to work alongside organisation / voluntary sector and charities working with &amp; supporting the BME communities and older people</p> <p>Publish updated Communication &amp; Engagement strategies</p>	<p>July 2020</p>	<p>Training programme for DA Champions has been developed (February 2020)</p> <p>Local organisations from which to recruit the DA Champions including the Council's Older People's &amp; Carer's Forum have been identified</p> <p>-Training programme has been delayed to September 2020 due to Covid-19</p> <p>Draft Communications and Engagement strategies developed on 9.7.20 [Added to the Council's DA website pages]</p>
<p>Recommendation</p>	<p>Scope of recommendation</p>	<p>Key actions to take</p>	<p>Lead Agency / Named Officer</p>	<p>Key milestones in enacting the recommendation</p>	<p>Target Date for Completion</p>	<p>Progress, Date of Completion and Outcome</p>

	e.g. local/ regional				July 2020	<p>Training programme for DA Champions has been developed (January 2020)</p> <p>Local organisations from which to recruit the DA Champions including the Council's Older People's and Carers' Forums and from within faith communities have been identified</p> <p>-Training programme has been delayed to September 2020 due to Covid-19</p> <p>The Council with the police IAG led a community awareness DA event with faith leaders on 7.3.20. A programme of engagement / awareness events will build on the success of this event</p> <p>The Local Resources Guide has been added to the Council's DA website pages</p> <p>- the next updated version of the Local Resources Guide will be published in August 2020</p>
<p>5. It is recommended that the DA Champions engage with relevant voluntary, religious, culturally and ethnically-based community groups to raise awareness of the abuse of older people and seek to broaden the range/network of such organisations that are cognisant of the availability of training and/or support.</p>	Local	<p>Review and update the DA Champions work programme</p> <p>Review and update the training programme (led by LBH Community Safety Team) to enable Champion to have safe conversations with community members / groups and empower/equipped to discuss and impart awareness of signs / 'red flags' of abuse, barriers to reporting, referral pathways and local/regional support organisations</p> <p>Update Communication &amp; Engagement Strategies</p> <p>Update The London Borough of Hillingdon Resources Guide</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive</p> <p>(Prevention &amp; Engagement Sub Group)</p>	<p>Progression of the DA Champions work programme</p> <p>Recruitment of DA Champions specifically to work alongside organisation / voluntary sector and charities working with &amp; supporting the BME communities and older people</p> <p>Publish updated Communication &amp; Engagement strategies</p> <p>Publish Resources Guide on-line.</p>		

Recommendation	Scope of recommendation e.g. local/ regional	Key actions to take	Lead Agency / Named Officer	Key milestones in enacting the recommendation	Target Date for Completion	Progress, Date of Completion and Outcome
<p><b>6. Review and consider adopting a One Front Door approach to encompass all forms of safeguarding, including the abuse of older people</b></p>	<p>Local</p>	<p>Desk top review of the "One Front Door" to obtain good practice</p> <p>Site visit to best practice locations</p> <p>Review the findings of the LSCB's review of the Multi-Agency Safeguarding Hub (MASH) on the current function &amp; modelling</p> <p>Initiate the review meeting structure (with reporting timelines) alongside the DA Strategy's Commitments and Actions</p>	<p>DA Steering Executive  (Service Provision Sub Group)</p>	<p>Development of an options paper for the statutory Safer Hillingdon Partnership (SHP) And DA Steering Executive</p> <p>Meet the Commitments and Actions regarding "One Front Door" already set out in the Hillingdon DA Strategy 2018 - 2021</p>	<p><b>December 2020</b></p>	<p>One Front Door policy presented to the DASE; support in principle obtained [DASE 18.9.19]</p> <p>The one front door is embedded into the key deliverables and action plan of the DASE</p> <p>Commitment by MASH Police lead, Adult Social Care &amp; Children's Social Care MASH Lead and Strategic Programme Lead for VAWG who have had a series of meetings on the subject (4.10.19, 9.3.20</p> <p>-review of work metrics has been undertaken (4.10.19, February 20)</p> <p>-desk top review of pilot programmes has been undertaken (3.4.20)</p> <p>- work initiated to assess partnership resource requirement</p> <p>- project proposal to be developed and presented to DASE and SHP (October 2020)</p>

Recommendation	Scope of recommendation e.g. local/ regional	Key actions to take	Lead Agency / Named Officer	Key milestones in enacting the recommendation	Target Date for Completion	Progress, Date of Completion and Outcome
<p>7. In conjunction with Hillingdon CCG and in consultation with appropriate Safer Hillingdon Partnership and DA Partnership organisations, develop and pilot a short “prompt aide memoire” for the use of health professionals when dealing with older people and their carers</p>	<p>Local</p>	<p>Draft a prompt / aide memoire with the support of front line users as the forerunner to a sustainable solution</p> <p>Consultation with the older People’s Assembly, Carers Forum, Disability Forum, H4All and front-line professionals</p> <p>Secure support for a short-term pilot of the approach in selected locations [for example pre-discharge of geriatric patients from hospital)</p> <p>Link the aide memoire to the training offer for health and social care professionals (see recommendation 3 above)</p>	<p>Hillingdon CCG</p>	<p>Aide memoire drafted by August 20</p> <p>Aide memoire piloted for 4 months</p> <p>Evaluation of Pilot</p> <p>Further development of the programme of Professionals’ training and community events (Annually)</p>	<p><b>December 2020</b></p>	<p>Engagement with Hillingdon’s GP Safeguarding Lead (July 2020)</p> <p>Initially included into training sessions by Community Safety Team &amp; SAB Level 1 DA training and briefing sessions with local GPs (3.3.20)</p> <p>Develop of HARK+ modelling (including Vulnerable adults/Older People/Pre-Release from Hospital) for use by the Borough’s GPs. Briefing session with GPs at Hillingdon CCG (3.3.20) [Community Safety Team Shared Drive].</p>

Recommendation	Scope of recommendation e.g. local/ regional	Key actions to take	Lead Agency / Named Officer	Key milestones in enacting the recommendation	Target Date for Completion	Progress, Date of Completion and Outcome
<p>8. Review the routine training/awareness programme for all staff of relevant agencies and charities to:</p> <p>Emphasise the importance of referrals to MASH/MARAC (via the "Single Front Door") in cases where any professional believes there is an increasing trajectory of risk to a vulnerable person, even though the immediate situation does not meet the formal referral criteria.</p> <p>Raise awareness of the cultural and situational barriers to disclosure, which may be experienced by older people.</p>	<p>Local</p>	<p>Specifically include Council's Community Safety Team, LSCB and Safeguarding Adults DA and other training</p> <p>Link to the Borough's DA Strategy 2018 – 2021's key priority of Prevention &amp; Early Intervention</p>	<p>London Borough of Hillingdon (LBH) DA Steering Executive (Service Provision sub-group)</p>	<p>Review Training Products</p> <p>Update training products where necessary</p>	<p>July 2020</p>	<p>Prevention and Early Intervention is a key priority of the DA Strategy 2018 – 2021</p> <p>Review of current DA training products delivered by the Council's Community Safety Team, LSCB and SAB has been undertaken. This review shows that prevention and early intervention is included in training as is cultural and situations barriers (February 20)</p> <p>Areas for improvement are:</p> <ul style="list-style-type: none"> <li>- the review of referral threshold to the MARAC e.g. included medium risk cases too</li> <li>-the development of a daily MARAC meeting (22.4.20)</li> <li>-marketing the work of the MASH and the referral pathways</li> </ul>

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