

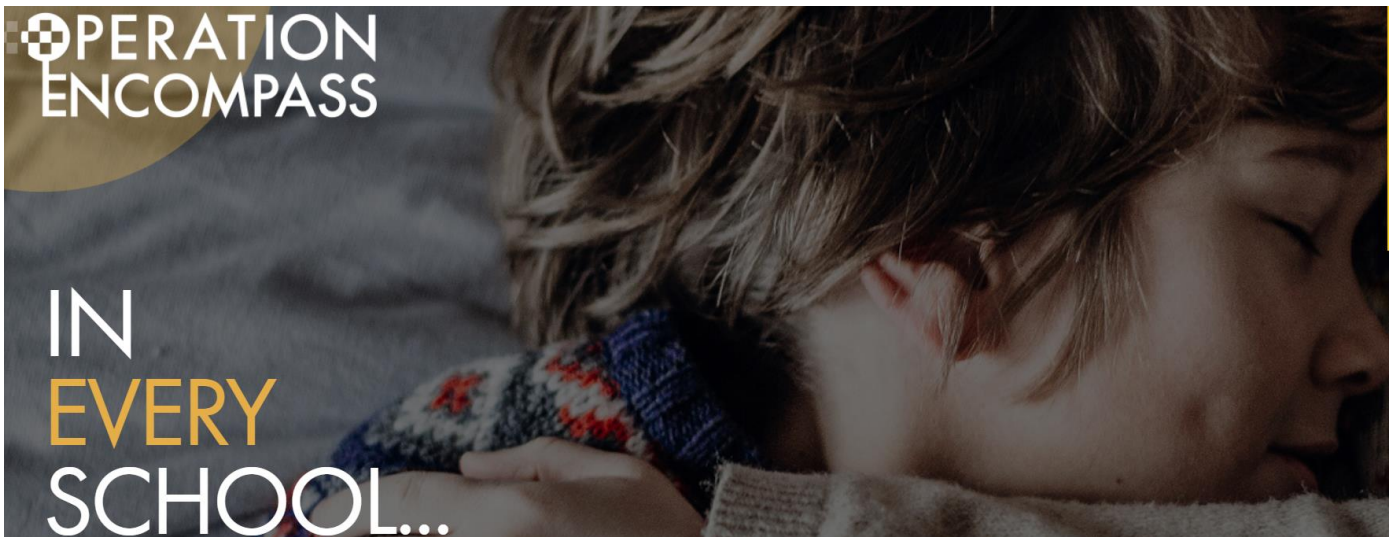


Operation Encompass

Walsall Joint Agency Protocol Domestic Abuse

Operation Encompass 2

(2021 – 2023)



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1. Vision & Overview

Operation Encompass was launched in Plymouth in 2011¹ to ensure early sharing of information between Police & schools. The vision is to safeguard children and young people and directly connects the Police with Schools to secure better outcomes for children who are subject or witness to police-attended incidents of domestic abuse. Further information on Operation Encompass can be found here: www.operationencompass.org

Children and young people experiencing Domestic Abuse are negatively impacted by this exposure; Domestic Abuse has been identified as an Adverse Childhood Experience and can lead to emotional, physical and psychological harm. Operation Encompass aims to mitigate this harm by enabling immediate support, making a child's day better and giving them a better tomorrow.

Rapid provision of support within the School environment means children are better Safeguarded against the short, medium and long-term effects of domestic abuse.

2. What is Domestic Abuse?

2.1. The Government Definition of Domestic Abuse & Violence

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 include, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

2.2. 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.

2.3. 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 victim.

Police recorded more than a quarter of a million offences flagged as domestic abuse-related from April to June 2020, the Office for National Statistics (ONS) said. Around half of adults

¹ <https://www.operationencompass.org/>

(52%) who experienced abuse before the age of 16 years also experienced domestic abuse later in life, compared with 13% of those who did not experience abuse before the age of 16 years.

3. Walsall's Operational Procedure

On a daily basis (Monday to Friday) the MASH receive notification of all Domestic Abuse incidents that have occurred within Walsall over the previous 24 hour period. Each notification is discussed at the Domestic Abuse Triage meeting, where partners including Police, Childrens Social Care, Early Help, Black Country Women's Aid, Health, Education and Probation are in attendance.

The incidents are discussed at Domestic Abuse Triage along with the sharing of other **relevant information** partners may hold and feel appropriate to share. The multi-agency group decide the appropriate follow up action in line with the Walsall Safeguarding Partnership Right Help Right Time Guidance. [FINAL Right Help Right Time Guidance - Amended.pdf \(walsall.gov.uk\)](#)

4. Background to Operation Encompass in Walsall & Changes for 2021 onwards

Operation Encompass first launched in Walsall in 2018 to start the information sharing between Police and Schools, the majority of schools signed up to the initial Operation Encompass Protocol and information sharing through Squirrel email system took place. Since this time it has become apparent that there is a need to refresh and revise: (1) this protocol, (2) the way information is shared (3) the training available to schools and (4) the sign up information.

4.1. What is Changing - Operation Encompass 2

The Operation Encompass information sharing by use of the Squirrel Email System will no longer be viable from June 2021. Instead under Operation Encompass 2 launching the 1st July 2021 Schools will need to have prior to this date set up a new email address and re-sign and submit sign up paperwork (form attached in appendix's), and attend a training session.

This email address will need to be set up by Schools with the support of their own IT support services and must be set up in the following way:

- **PoliceInformationSharing@yourschoolsdetails**

Note - Please ensure you set up the email as above

4.2. From April 2021 Schools will need to:

- 1) Fully read this revised protocol and make note of changes ensuring they communicate changes to relevant staff already nominated as Key Adults & Deputy Adults in the original Operation Encompass.
- 2) Set up a dedicated email address (as above) to receive notifications to
- 3) Agree Key Contact and Deputy Contacts & re-submit a Sign Up sheet (see appendices)

- 4) Attend a new Virtual Operation Encompass 2 training session (scheduled for June 2021)
- 5) Ensure all new School staff that become involved in Operation Encompass in the future are:
 - Approved access and involvement by the Schools Senior Management team
 - Are staff with Child Protection Responsibilities within School
 - Have watched the 'Virtual Operation Encompass recorded training session' before they become responsible for information around Operation Encompass for their school.

Schools will now need to nominate a **'Key Contact' & 'Deputy'** in the re-sign up, and schools will now be controlling access to the dedicated Police Information Sharing e-mail address that they set up. In most circumstances the Key Contact and Deputy will be the schools Designated Safeguarding Lead (DSL) and Deputy DSL. Schools must only allow access to this dedicated email address to staff within the School staffing structure that have Child Protection/Safeguarding responsibilities. It is important to note this email address **must not** be monitored by schools business support staff.

You will also notice some of the language in this protocol has also changed. Please read all information included in this document, and familiarise yourself with the attached appendices to understand further the revisions to Operation Encompass.

Please note all Schools will need to re-sign up for Operation Encompass and it is hoped all schools will again sign up by **no later than the 1st July 2021**. Schools that don't sign up to Operation Encompass 2 will no longer receive Operation Encompass notifications after the 31st June 2021.

4.3 What is staying the same - Operation Encompass 2

All other information around Operation Encompass is staying the same. As previously all Schools signed up to be part of Operation Encompass, will receive an Operation Encompass 'Initial Notification email' that one of their pupils may have witnessed or may have been present in an incident where police have been notified or contacted.

The 'Initial Notification email' will be sent by the Police **who aim** to do so by 10am each school day morning this information will be sent via the dedicated information sharing schools email address that schools will provide details of in the Sign Up sheet (appendix 10).

The information sent to School in the 'Initial Notification email' is not changing and will include the following information:

- Child/Young Person's Name
- Child/Young Person's date of birth
- Child/Young Person's Address
- Date of Incident
- Time of Incident
- The Police Reference No.

Please note as the previous protocol outlined; this process does not replace or supersede existing protocols or singularly address the CYP welfare. Schools will be contacted in addition to this should there be a requirement for Early Help or Children's Social Care Intervention (as per the Right Help Right Time: Continuum of Need Level 3 and Level 4 guidance)

5. Roles and Responsibilities

5.1. Police Administrator Roles & Responsibilities – Operation Encompass 2

Police Officers with Operation Encompass responsibility will:

- Liaise with MASH administrator to establish the education provider for all CYP who have been involved/witnessed in a Domestic Abuse incident
- Ensures the education provider has signed up to be part of the Operation Encompass 2
- Notify all relevant educational providers each school day morning via the 'Schools own Police Information Sharing email account, and **will aim to** do so by 10am.

Note: **Operation Encompass only operates through term time**, and information will not be made available by Police to Schools for incidents that happen 'out of term'. However incidents that occur term time over a weekend, Police will aim to notify the schools by 10am the following Monday.

5.2. School's Key Contact Roles & Responsibilities Operation Encompass 2

Schools signing up for Operation Encompass 2 will:

- Nominate a schools 'Key Contact' and 'Deputy Contact' who will be the primary persons to receive Operation Encompass notifications.
- Set up a dedicated email address for their chosen 'Key Contact' and their chosen 'Deputy' to receive notifications too as: PoliceInformationSharing@schoolsdetails
- Schools will be consistent in this email address and set up a email as: PoliceInformationSharing@schoolsdetails .
- Schools will need to contact their own IT services for support to set up the Police Information Sharing email address and control access only for those approved School personnel.
- As a minimum the Key Contact and the Deputy will need to attend the Operation Encompass Training before Operation Encompass notifications are received.
Please note the training is not restricted to just nominated Operation Encompass Key Contacts / Deputies and good practice is for all Senior Leaders and others in school with Child Protection responsibilities to also attend the Operation Encompass training.
- Ensure those with access to the Schools Police Information Sharing email account are staff that are part of the Senior Management Team, and are only those School staff with Child Protection responsibilities who have completed the Operation Encompass training.
- Ensure that Business support staff **do not** have access to the dedicated Police Information Sharing email address.
- Support teaching staff to understands the confidential nature of any information passed to them, in the same way as any Child Protection information

- Ensure there is a record of the Operation Encompass notification and any intervention or support offered following the Operation Encompass notification. This includes decisions not to act. This information must be made on the child's record and stored securely in the school's own safeguarding recording systems.
It is suggested that Operation Encompass Information is stored in the same manner as Child Protection paperwork that is held by the School. Schools, if they wish, can record the Encompass notification by using appendix 8, which has been provided for example purposes within this protocol.
- Be responsible for informing Parents/Carers and the Governing Body that the School is part of Operation Encompass, School may wish to use the basic template letter in Appendix 6, each School can amend the letter as per the individual schools requirements.
- The Governor with safeguarding responsibility must be made aware the School is part of Operation Encompass and should have knowledge of the project, its aims and responsibilities of all staff involved.
- Schools are also highly encouraged to include in the School prospectus on the Schools website that the School is part of Operation Encompass, ensuring future parents/carers are informed of the involvement.

6. Change of Key Contact

As Schools will control access to their Police Information Sharing email address, Schools will need to re-submit a Sign-up Sheet (appendix 10) if there is a change to the: Key Contact, Deputy or the Head Teacher. Schools will be responsible for ensuring only authorised personnel can access the Police Information Sharing email address.

Supporting the Child/ren or Young Person(s) (CYP)

Schools and the key contacts are encouraged to follow the Restorative Practice Model:

- Receive the daily Operation Encompass Notifications and make professional judgements in relation to any actions/support to be given to the CYP
- Be the 'champion' for the CYP
- Build a relationship with the CYP, building bridges not brick walls, go at the CYP pace, be guided by them, follow their lead and develop trusting relationships
- Monitor the CYP at the start of the day, their emotional wellbeing and their attendance acknowledging what they have been through/witnessed and may be worried about.
- Help the CYP make sense of the way they are feeling or behaving
- Help the CYP develop coping strategies
- Co-ordinate a support package around the CYP

7. Information Sharing

The purpose of sharing information is to enable School to provide timely support to CYP and for appropriate support interventions to be made available at the earliest opportunity, following what is likely to have been a traumatic experience for the child or young person. The purpose of Operation Encompass is to share information with Schools so they can support the Safeguarding & Wellbeing of CYP. Schools need to carefully consider and explore the reasons

for any contact to family members to advise that they have received any Operation Encompass notification.

There are a range of sharing process and protocols in place that permits the sharing of information under Operation Encompass, specifically in relation to the Children's Act 2004 and the Crime and Disorder Act 1998

The information shared by the Police will only be '**proportionate information**' by this we mean information that can identify the CYP, the child's name and home address. Personal data shared must be proportionate, necessary but not excessive, and must be balanced with the consideration of privacy rights under the Human Rights Act. Police will only share information if a public interest in disclosure outweighs an individual's right to privacy.

It is recognised that the handling of confidential and sensitive information needs to be dealt with in a way that is proportionate and appropriate to the needs of the child/young person and family. To address this, staff receiving the Operation Encompass notification must have:

- Responsibility / oversight of Safeguarding within the school
- Have read and understood this policy including understanding of the legislative framework surrounding Safeguarding and Information Governance
- Understand the aim of Operation Encompass – to provide support to a CYP who may have witnessed Domestic Abuse
- Have attended Operation Encompass training

8. Legal Requirements

Section 11(2) of the Children's Act, 2004 requires Local Authorities and the Police to Safeguard and Promote the Welfare of the children. This enactment provides the conditions required under schedule 2 (5b) and schedule 3 (7(1b/c)) of the Data Protection Act 1998 by which personal and sensitive personal data may be lawfully shared.

The MOPI Code of Practice requires the police to obtain specific information when attending at domestic incidents

9. Frequently Asked Questions

- **Why can't you share more information?**

Answer: The information shared has to be sufficient to identify the CYP involved so that support can be provided by the School to the child or young person. The sharing of additional detail about the domestic abuse incident is not required to achieve this aim and is in most cases considered not proportionate or necessary to achieve the specified intended aim of Operation Encompass.

- **What happens if the wrong School receives a notification for a CYP no longer on role at the School or the School do not submit pupil information to the Local Authority?**

Answer: The School need to share information with the Local Authority in order that records can be kept up to date, it is not possible for the police to access information of where the CYP goes to School without Schools already being in relationship where they notify the Local Authority of this information through existing information sharing procedures. Should a School receive information that is not relevant to them then this data will need to be **deleted immediately** and an email sent back to the Police sender notifying that the CYP is no longer at their school.

- **Should I speak to the parents?**

Answer: There are risks associated with contacting the parents when schools receive an encompass notification, and Schools need to be really sure the potential benefits outweigh these risks before doing so. A School will not be advised who the victim and perpetrators are in an incident. The child should always be spoken to in the first instance as this is the purpose and aim of Operation Encompass, though this will usually not need School staff to disclose to that child or young person that they are aware of the incident highlighted via Operation Encompass. There needs to be very careful consideration by School to explore the reasons for family members to be advised that they have received any notification around the Domestic Abuse incident from the Police.

- **How long does the Operation Encompass briefing / training take**

Answer: Training will take approx. 2 hours and for staff that cannot attend training on that date, access will be made available to a recorded virtual training. This recording will be made available to schools for any new Key Contacts or Deputies to access before they take responsibilities around Operation Encompass notifications. It is hoped that many schools will attend the initial virtual training session in June 2021

- **Where can I go for support for child/young person?**

Answer: This depends on the support you feel the CYP should receive, Walsall Councils Early Help service have a dedicated Professional Help Line for you to call to discuss any concerns or seek advice and guidance, you can call between 2pm and 4pm Monday to Friday on 03005552866 Opt 1. You can also speak to the Early Help Partnership Officers based at the Locality Family Hubs, please see <http://www.mywalsall.org/walsallearlyhelp/> for contact details. The Council also currently commissions the service of Black Country Women's Aid, and they can be contacted directly on: 0121 553 0090, 24 hour help line: 0121 552 6448, Text/WhatsApp service 07384 466 181

- **Why can't we have information over School holidays if we are working?**

Answer: Supplying information to a School when the child is away on holiday is considered unnecessary, the child is not present within the School environment at these times and therefore the aim of Operation Encompass to monitor wellbeing and provide support to the child cannot be undertaken. Offering either covert or overt support to a child is not fully possible when children are not in school.

- **Who can I speak to about Operation Encompass?**

For the reasons explained above the Police will only share the minimum information necessary to allow the School to monitor and support their pupils. For this reason there should be no need for schools to make requests for more information. If it is felt necessary for the School to contact the Police in relation to the information provided they should do so in the usual way, via 101 or the web chat facility on their website. You could call the Early Help Professional Help Line between 2pm and 4pm Monday to Friday on 03005552866 Opt 1 who can provide information about support that is available, they may also be able to contact the Police Officers involved in Operation Encompass on your behalf.

- **What happens for children who go to Out of Borough Schools?**

Where a report is received regarding a child who resides in Walsall but attends an 'out of borough school' then this information will not be shared as out of borough schools are not covered by this protocol.

- **Why can't we know where an incident has taken place?**

School often ask where the incident has taken place, this is generally if CYP live or stay with parents who reside separately. As the purpose of Operation Encompass is to monitor the child wellbeing/provide support, it is not possible or deemed proportionate to share which parent was involved, or where the incident took place.

Governance:

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Seona Baker

Child Safeguarding Coordinator – Education and Early Years, Childrens Services

Tel: 07951 819 648 | E-mail: Seona.Baker@walsall.gov.uk

Appendix 1 - Response to COVID 19 Pandemic

Given the Covid 19 pandemic and the recorded increase in incidents of Domestic Abuse, the guidance within this protocol, must be applied with the consideration that many CYP will not have been seen physically for a period of time, thus, opportunities to offer the right help at the right time will need schools to apply professional judgement and sensitivity. The Covid 19 pandemic has also brought extra pressures to services, this may sometimes cause a delay in response to calls for service and in the timeliness of the Police to notify schools by 10am. Police will still aim to notify schools by 10 am each day, however this is not always possible, particularly during high pressure times such as the Covid 19 pandemic.

A COVID helpline for School staff has also been made available during the pandemic. Please see details below or see operation encompass website for more details www.operationencompass.org

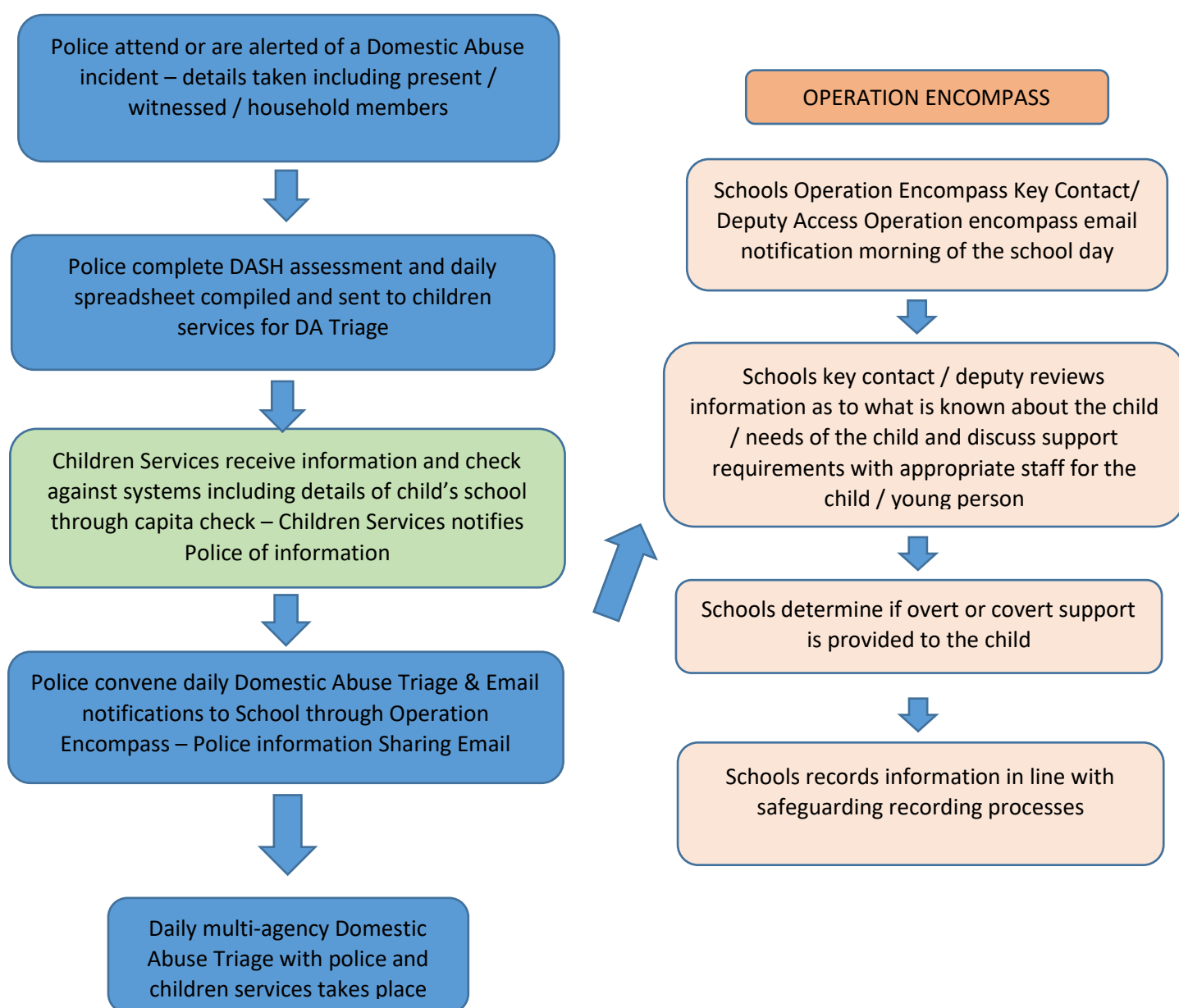
**Received an Operation Encompass call
about a child in your school?**

For FREE advice from an Education
Psychologist about how best to support them,
call the OE Teachers' National Helpline on
0204 513 9990 or find out more here.

Monday to Friday, 8am-1 pm

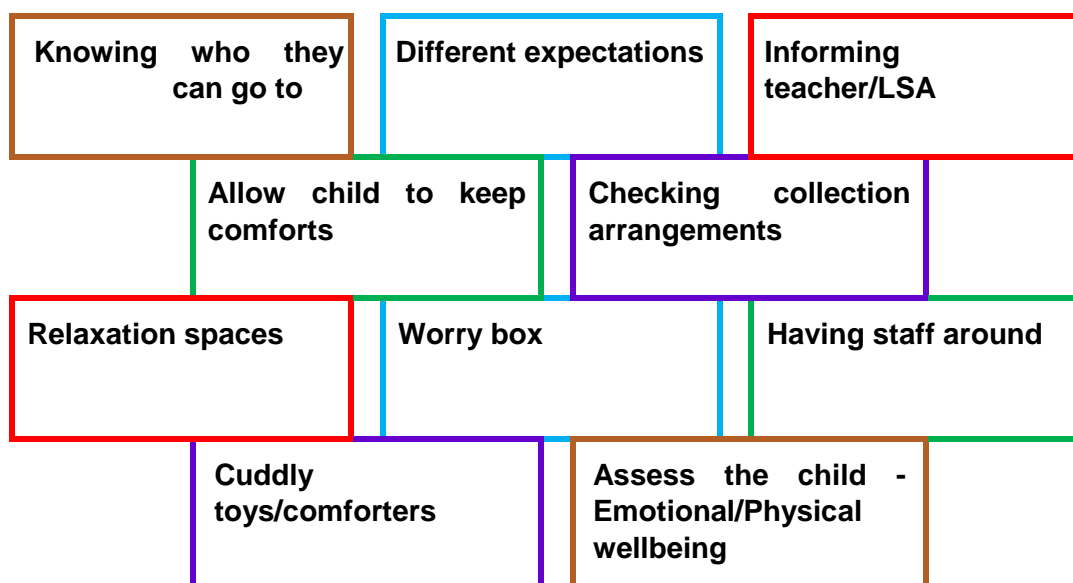
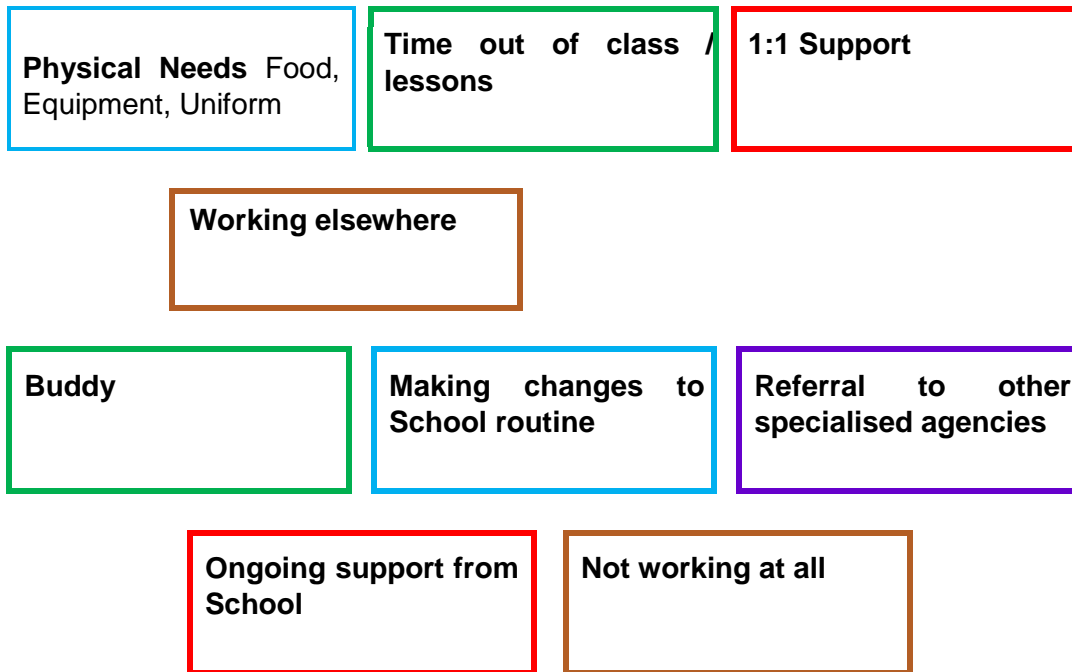
Appendix 2 – Process map/notification process

This process intends to notify schools where a child has likely been witness, present or involved where police have attended or been notified of a domestic incident. This process does not replace existing child protection / safeguarding arrangements.





Appendix 3 - Types of Support that can be considered

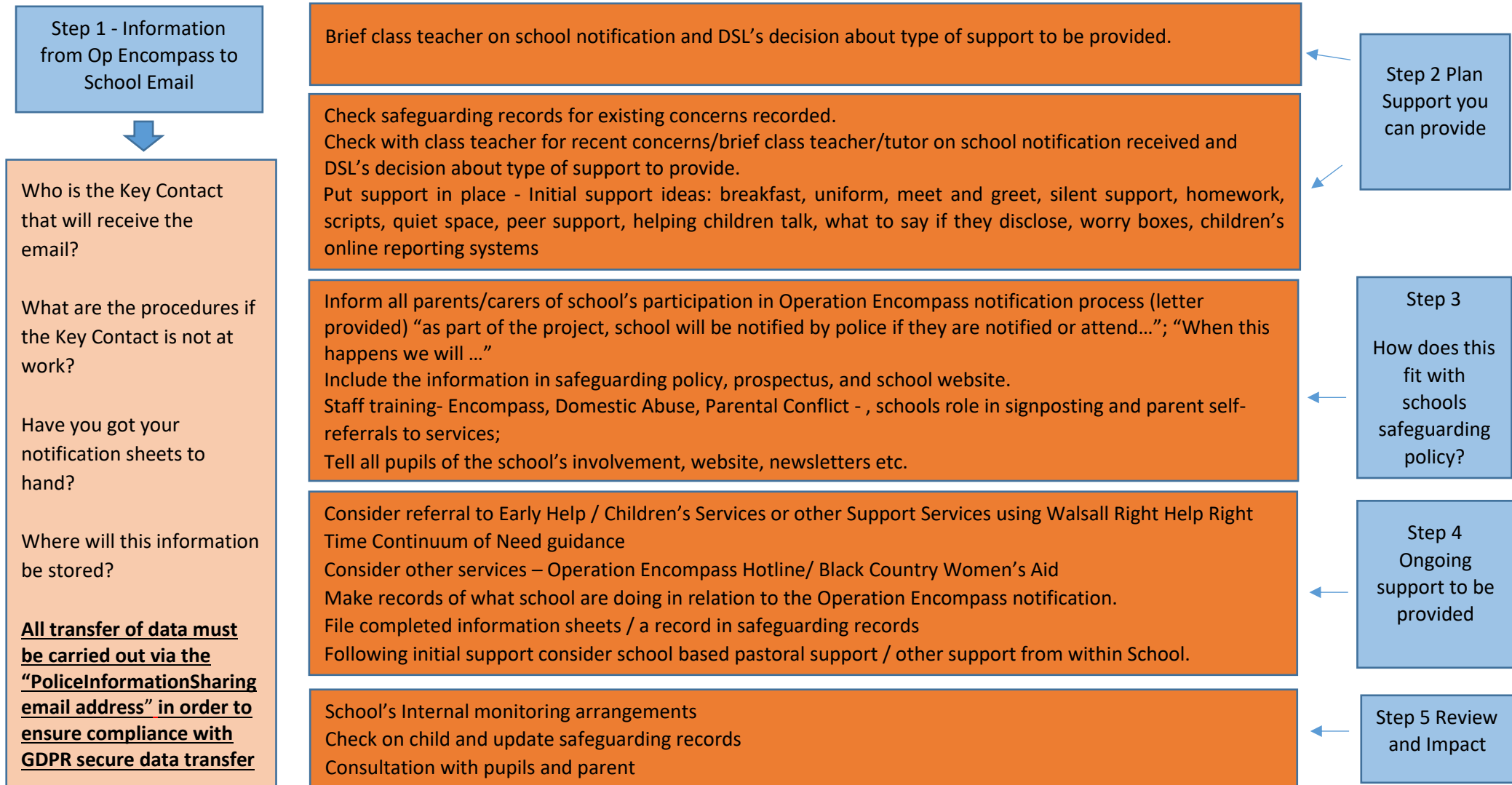


Appendix 4 - Suggested reflections for Schools around operating Operation Encompass

- Have you used Walsall Right Help Right Time Continuum of Need guidance to support your decision making when you receive a notification [FINAL Right Help Right Time Guidance - Amended.pdf \(walsall.gov.uk\)](#)
- Contacting parents/carers is not a default response from School for Operation Encompass notifications and should not be written in to School safeguarding procedures, this is not the aim of Operation Encompass.
- If you decide after 'assessment of need' that you will make contact with a parent you must record reasons for your decision within your safeguarding recording system and be confident you have balanced the risks and safety needs before you do this.
- Have all staff in School received training in relation to the effect of Domestic Abuse / Parental conflict for children and young people to better understand their role in supporting children and families with Domestic Abuse and Parental Conflict. See [eLearning & Virtual Training \(walsall.gov.uk\)](#) for Reducing Parental Conflict and Domestic Abuse training available to schools.
- Have you thought about how you can you provide opportunities safely for families to talk to you about their concerns
- Do you know what organisations are available to offer support and guidance to children, young people and their families around Domestic Abuse and Parental Conflict?
- MASH will have already received information on the Operation Encompass Notification, if you are making a referral to MASH; do you have new information and do you have consent of the parent.
- Do you need to consult with your SENCO if the child or young person's behaviour changes?
- Incident during the Covid- 19 pandemic? Have you thought about calling the Operation Encompass helpline to explore options to understand the impact on the child or yong person (See appendix 1)



Appendix 5 - Preparing for the Operation Encompass Notification/Steps to follow



Appendix 6 – Example Parent letter to notify of Operation Encompass

Dear Parent / Carer,

I am writing to remind you that School will be taking part in a jointly run operation between Walsall Council, West Midlands Police and our School called Operation Encompass. This has been set-up to help schools to provide support to children who have been present at incidents of domestic abuse. We know that children can be traumatised when they are involved in, present or witness to domestic abuse and may be in need of emotional and practical support.

Our School will receive a confidential communication from the Police Operation Encompass on the morning after any police notification or attended domestic abuse incident.

School have Designated Safeguarding Leads who have received training to allow them to use the information that has been shared in confidence to make sure that the right support is offered at the right time, for our schools children, young people and families.

We are keen to offer the best support possible to our pupils and we have adopted Operation Encompass as we believe this is extremely beneficial to meeting the needs of our pupils.

If you have any concerns or questions, then please contact our Safeguarding team or myself and we will be happy to discuss this further. Further information about the project can be found on our school's website and is available from the School office on request. Further information is also available at: www.operationencompass.org

Yours sincerely,

(INSERT NAME)

(INSERT TITLE)

Appendix 7 – Suggested wording for Whole School Safeguarding Policy / Website

At [\[Insert Name of School\]](#), we are working in partnership with West Midlands Police and Walsall Children's Services to identify and provide appropriate support to pupils who have experienced domestic abuse in their household; this scheme is called Operation Encompass. [\[Possible Link to Operation Encompass website\]](#)

On receipt of any information, the Designated Safeguarding Lead [\[possible inclusion of the name of schools DSL\]](#) will decide on the appropriate support the child requires. All information sharing and resulting actions will be undertaken in accordance with the *Operation Encompass Joint Agency Protocol for Domestic Abuse*. We will record this information and store this information in accordance with the record keeping procedures around Safeguarding the wellbeing of children and young people.

Appendix 8 – Suggested Record of notification form

Police reference number:		Date:	
Name of child/ren & Date of birth:			
Date and time of incident:			
Name of Encompass Key Adult receiving notification:			
Circumstances of incident:			
Additional School information:			
Actions taken by the school:			
Voice of the child:			
Name:			
Signature:			

Appendix 9 - Operation Encompass 2 School Responsibilities – Checklist for School

Name: _____ School: _____ Designation: _____

Responsibility	Achieved
<p>The School must set up a specific email address to receive Operation notifications to with the following title. PoliceInformationSharing@schoolsdetails. Following this, the Sign Up Sheet must be fully completed and returned as per details at the bottom of the form appendix 10.</p>	
<p>The Key contact and Deputy Contact must have or soon be attending the Operation Encompass Training, hold the status of DSL/ Senior Management and or hold Child Protection Responsibilities in School. The School must have a process for what to do if Key Contacts/ Deputies are not in school, and for when Key Contact and Deputies leave the school. New signup sheets must be submitted for any change to Key Contact or Deputy . Business support staff must not be part of the receipt or management of Nonfictions from Encompass</p>	
<p>Notifications must be recorded on a notification sheet and kept in the same way as other safeguarding records, in a secure and locked cabinet/drawer or schools secure electronic safeguarding recording system. School must keep records of support provided / or not provided post an Encompass Notification.</p>	
<p>The School must ensure that all teaching staff understand the confidential nature of any information passed to them and that this information must be treated in the same way as any other safeguarding information given by other services.</p>	
<p>The School must inform all parents that the School is part of Operation Encompass. See suggested template that can be amended to the school's individual requirements.</p>	
<p>The Head Teacher must inform the Governing Body that the School is part of Operation Encompass and if necessary provide reports to the Governing Body on the impact of the scheme.</p>	
<p>Consideration/Good practise:</p> <p>The Key Contact / School Senior Management should consider including information about Operation Encompass in the school's prospectus, thus ensuring that all new parents are informed of involvement.</p> <p>The Key Contact/ School Senior Management should consider whether the information about Operation Encompass should be referenced on the Schools website.</p> <p>It is good practice for all staff to regularly attend Domestic Abuse / Reducing Parental Conflict training.</p> <p>School are advised to have a system in place to identify when Key Contacts or Deputies are leaving or no longer able to perform Operation Encompass checking duties, and new persons should be identified and trained asap.</p>	

Appendix 10 – Operation Encompass 2 (2021-2023) – Sign Up

Walsall Joint Agency Protocol for Domestic Abuse – School Sign Up

The: Nominated ‘KEY Contact’

Name:

School:

Role:

Signed:

Date:

Schools Email Address to receive Incident Notifications:

(please ensure this email is set up as PoliceInformationSharing@schoolsdetails, please ensure only School personnel with safeguarding responsibility have access to this email)

The Key Contacts Telephone numbers:

The Key contacts other email addresses:

Date attended Operation Encompass Briefing/date due to attend:

The Nominated ‘Deputy’

Name:

School:

Role:

Signed:

Date

The Deputy’s Telephone Numbers:

The Deputies Email Address:

Telephone number:

Date attended Operation Encompass Briefing:

The School Head Teacher

Name:

School:

Signed:

By signing this sheet you are agreeing to all information within the Operation Encompass Joint Agency Protocol – 2021 to 2023.

Please return this information to Seona Baker via: Seona.Baker@walsall.gov.uk, 07951819648.

Schools Safeguarding Officer: