

# Operation Encompass

## Norfolk Joint Agency Protocol for Domestic Abuse – Notifications to Schools

Version 4.0



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## **1. Introduction**

This protocol sets out Norfolk's plans for a multi-agency operation to notify schools when a pupil has experienced domestic abuse & violence in their household which will allow the school to provide appropriate early intervention and support in a timely manner.

## **2. Context**

### **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 encompass, but is not limited to:*

- *psychological*
- *physical*
- *sexual*
- *financial*
- *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 victim.

1 in 5 children have been exposed to domestic abuse and it is present in 60% of all serious case reviews. In the 5 SCR's published by Norfolk Safeguarding Children Board between 2014 & 2016 domestic abuse was a factor in all of them.

## **3. Aims and Proposal (See Appendix 1 for process)**

The aim for Norfolk is to notify schools of any domestic abuse/violence incidents reported to the police involving children on roll at their school by 9am or as soon as possible thereafter. It is a multi-agency operation between Norfolk Children's Services, Norfolk Constabulary and the schools in Norfolk. The police will share details of all domestic incidents (Crime/non-crime & Standard, Medium & High risk) where a child is present with members of the Children Service's team. This information will then be shared during a phone conversation with the nominated Key Adult from the school. The school will then decide on the most appropriate support to provide that child during what could potentially be a difficult day for that child.

Norfolk Police will provide Children's Services staff (within the Children's Advice and Duty Service) with a daily spread sheet of domestic incidents where a child was present. The staff will then search the Liquid Logic (LCS/EHM) /PSS/Core+ systems to establish the education provider for the child and

then make the phone call to the school before 9am or as soon as possible thereafter. Incidents which occur on a Monday, Tuesday, Wednesday or Thursday will be reported to schools by 9am or as soon as possible thereafter. Incidents which occur on Friday, Saturday and Sunday will be reported by 9am or as soon as possible thereafter on a Monday or the following working day.

The following information will be shared during the phone call:

- The fact that the police were called out in the last 24 hours or the next working day if it occurs on a Fri/Sat/Sun to a domestic abuse incident where a child was present, witnesses or was involved;
- The names and dates of birth of any child from that school who were present, witnessed or were involved when the incident occurred;
- The police reference number;
- The time and date of the event;
- Brief circumstances surrounding the event;
- Any other relevant safeguarding information that may assist the school to provide early intervention support to the child being referred.

The school will record this information on a record of notification form (see Appendix 6) and store this in the school's child protection filing system in accordance with their safeguarding procedures.

Children's Services staff will record the notification on Liquid Logic (LCS/EHM) where possible. A separate spread sheet will be completed to keep a log of the call, although no details of the incident will be recorded on the spread sheet.

Schools must appoint a Key Adult and a deputy within the school. This must be a trained Designated Safeguarding Lead (DSL) with responsibility for safeguarding within the school and at least one of the Key Adults must be part of the senior leadership team. The Key Adult must also attend a briefing session before their school can start receiving notifications.

In order for the operation to work affectively, it is important that Children's Services holds an up to date list of Key Adults. When schools have a change in Key Adult they must inform the Children's Advice and Duty Service Education Representative of these changes via email: [operationencompass@norfolk.gov.uk](mailto:operationencompass@norfolk.gov.uk)

The information shared does not duplicate or replace any safeguarding interventions that may occur following police involvement. The purpose is to provide the schools with important information, so they are able to better support the pupil appropriately following what is likely to have been a traumatic experience. By sharing this information, it is hoped that children will receive quick and targeted emotional support at the earliest opportunity as required. The support provided can be either silent or overt. (See appendix 4)

Initially notification will only be made for children aged Year R - Year 13. If the school has a nursery attached and they receive a notification for a child who has a sibling at the nursery, the expectation will be on the school to inform the practitioners at the nursery. The school should not provide any details of notifications with any other agencies or education providers.

For schools to be included in Operation Encompass they must agree to abide by this protocol, read & sign the Information Sharing Agreement and sign the agreement document before notifications can be made.

## **Holiday Notifications:**

If schools wish to receive notifications during scheduled school holiday periods, they will need to provide at least 2 email addresses of nominated Key Adults. These email addresses will be used to send out a weekly email notifying the school one of their pupils has been involved, witness or present at a Domestic Abuse Incident. The email will include a reference number, date of the incident and a contact telephone number to be able to call back and receive details of the notification; we are not able to provide further sensitive information via e-mail. Key Adults can then use the telephone number provided to receive the notification via a telephone conversation in the same way as per notification calls made during the school term with the same information shared. There is no expectation for schools to contact us during the school holiday periods, however, if Key Adults are in the position to contact Children's Services during the school holiday period to receive the details of the notification they can. The expectation is the Key Adult must record this information on a record of notification form (see appendix 6) and file this in the school's child protection filing system in accordance with their safeguarding procedures.

## **4. 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 Article 6 (6B) and Article 10 of the General Data Protection Regulation by which personal, special category personal data and criminal offence data may be lawfully shared. In this instance Article 10 of GDPR is met by Schedule 1 Part 2 Section 18 (Safeguarding children at risk) and Section 6 Statutory, common law government) of the Data Protection Act 2018.

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. It must take into account any duty of confidentiality owed. A public interest in disclosure must outweigh 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 information must have responsibility / oversight of safeguarding within the school and have accessed the Key Adult briefing. A notification log must be completed with each phone call and stored securely in the school's child protection filing system, as per their safeguarding procedure. A trained Key Adult must be available each morning to receive the notification phone call.

## **5. Role and Responsibilities**

### **Multi Agency Safeguarding Hub's Role:**

Police will collate and prepare a morning spreadsheet of all domestic incidents where a child was present. This will be emailed to Children's Services staff within Norfolk CADS. Liquid Logic (LCS/EHM) /PSS/Core+ will be searched and education provider will be established. Children's Services staff will then ring schools before 9am or as soon as possible thereafter to notify them of the incident.

## **Norfolk Constabulary and Norfolk Children's Services Responsibility:**

- To provide a spreadsheet of all domestic incidents where a child was present before 8am the following morning.
- To establish the correct educational provider.
- To provide schools with enough information before 9am or as soon as possible thereafter so they are able to provide emotional support for children involved.
- To keep an accurate record of all calls made
- To keep an accurate record of named Key Adults for each education provider

### **School's role:**

Schools will make their designated Key Adult available to receive notifications before 9am or as soon as possible thereafter. This information must be recorded via a record of notification form (See Appendix 6), stored within the school's child protection recording system and disseminated to the appropriate staff. School staff will then decide on the appropriate support the child requires, this could be silent or overt.

### **School's responsibility:**

- To ensure there is a Key Adult and deputy within the school and that they have attended the appropriate briefing prior to receiving notifications. This must be someone who is a trained DSL with responsibility for safeguarding.
- Ensure the Key Adult is available to receive the notification from Children's Services staff each morning
- To ensure they keep an accurate record of each notification and store it utilising the current process used to store child protection paperwork within the school.
- To provide silent or overt support to child, following a notification.
- To provide Children's Services staff via email: [operationencompass@norfolk.gov.uk](mailto:operationencompass@norfolk.gov.uk) with an up-to-date list of the Key Adults within their school and contact numbers and email addresses.

### **Norfolk County Council's role:**

To provide a briefing session for all designated Key Adults nominated by their school, prior to the school receiving notifications.

### **Norfolk County Council's Responsibility:**

- To ensure the briefing session is relevant and informative
- To ensure briefing sessions are regular and spread through the localities to maximise coverage
- To regularly review Operation Encompass

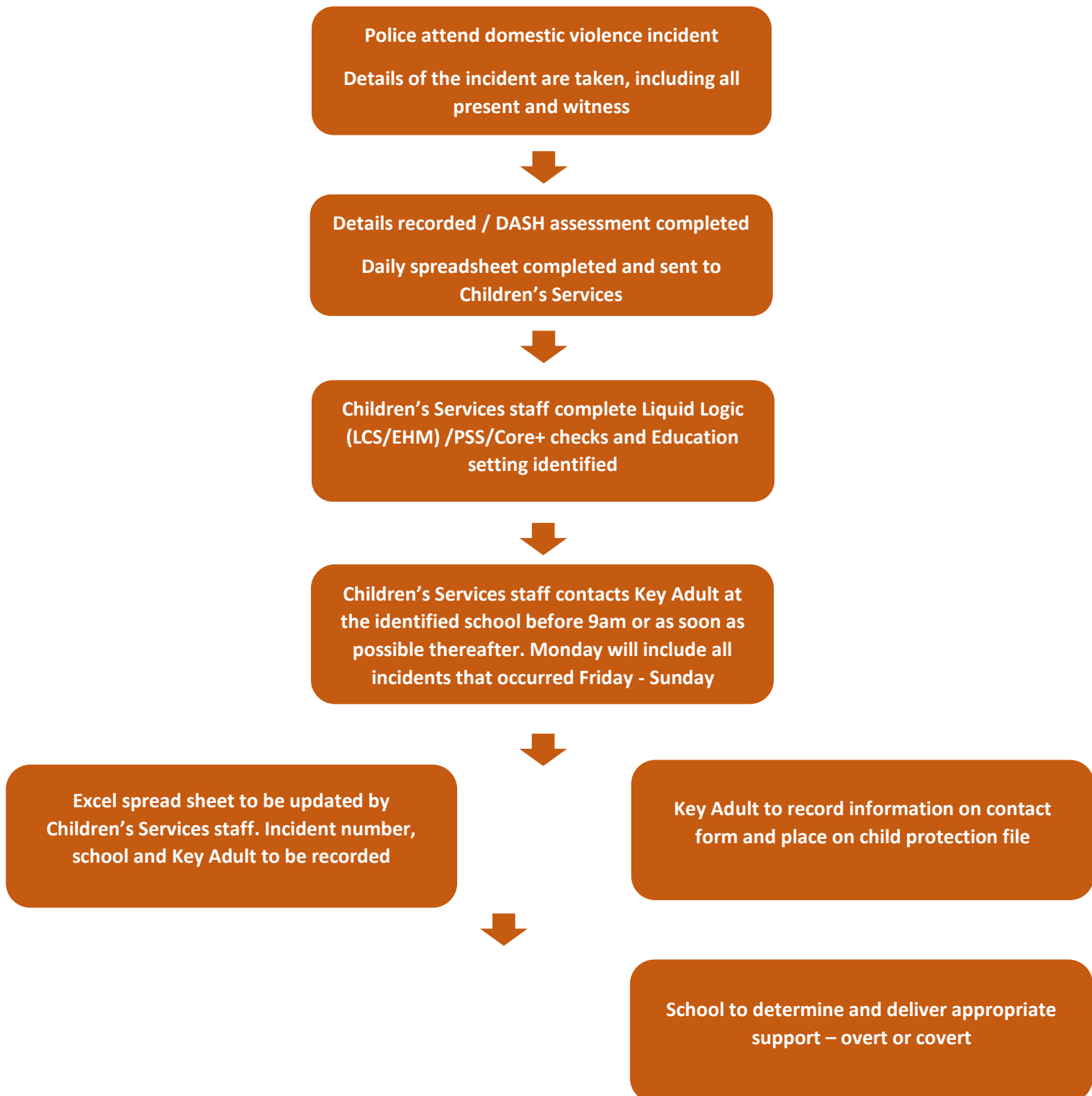
## **6. School's external to Norfolk**

Where a report is received regarding a child who resides in Norfolk but attends an out of county school then this information will not be shared as they are not covered by this Protocol.

## Appendix 1 – Process map

### Notification process for schools for Domestic Violence incidents

This process intends to notify schools before 9am or as soon as possible thereafter where a child has been witness, present or involved in a domestic incident, where police have attended. This process does not replace existing child protection / safeguarding arrangements.



**Appendix 2 - Officer Training: Preparing for the notification checklist**

**Key Adult Training: Preparing for notification checklist**

The School Notification process aims to give your school a call before 09:00hrs or as soon as possible thereafter on the first school morning after police have attended a domestic abuse & violence incident where children are present. The checklist and prompts allow the Key Adult in each school to prepare for a School Notification.

**1. Information from Operation Encompass phone call and school intelligence**

Who is the Key Adult that will receive the call?  
 What is the contact number? A mobile can be better because it shows a missed notification call.  
 Have you got your record of notification form to hand? Where will this information be stored?  
 If the main school number is used, office staff should be briefed to understand the importance of a notification call.

Brief Class teacher on School notification call received and Designated Officers decision about type of support to provide.  
 Initial Support ideas: breakfast, uniform, meet and greet, silent support, homework, scripts, quiet space, peer support, helping children talk, what to say if they disclose.  
 Check child protection records, check with class teacher for recent concerns.

**2. What support can you provide as a school?**

Inform parents of school's participation in School Notification process (letter provided) "as part of the project, school will be notified by police if they attend..." "When this happens, we will ..."  
 "include the information in safeguarding policy, prospectus, and school web site.  
 Staff training, role in signposting and parent self-referral,  
 Tell pupils of the school's involvement, website, newsletters etc.

**3. How does this fit in with your school's safeguarding policy?**

**4. Plan for child and family continued support**

Consider referral to Early Help / Children's Services.  
 Record for information only.  
 File completed information sheet in CP records  
 Following initial support consider school based pastoral support, signposting to other agencies

**5. Review impact of actions, continue or change?**

School's Internal monitoring arrangements  
 Check on child and update incident log  
 Consultation with pupils and parent



### **Appendix 3 - Operation Encompass School Responsibilities**

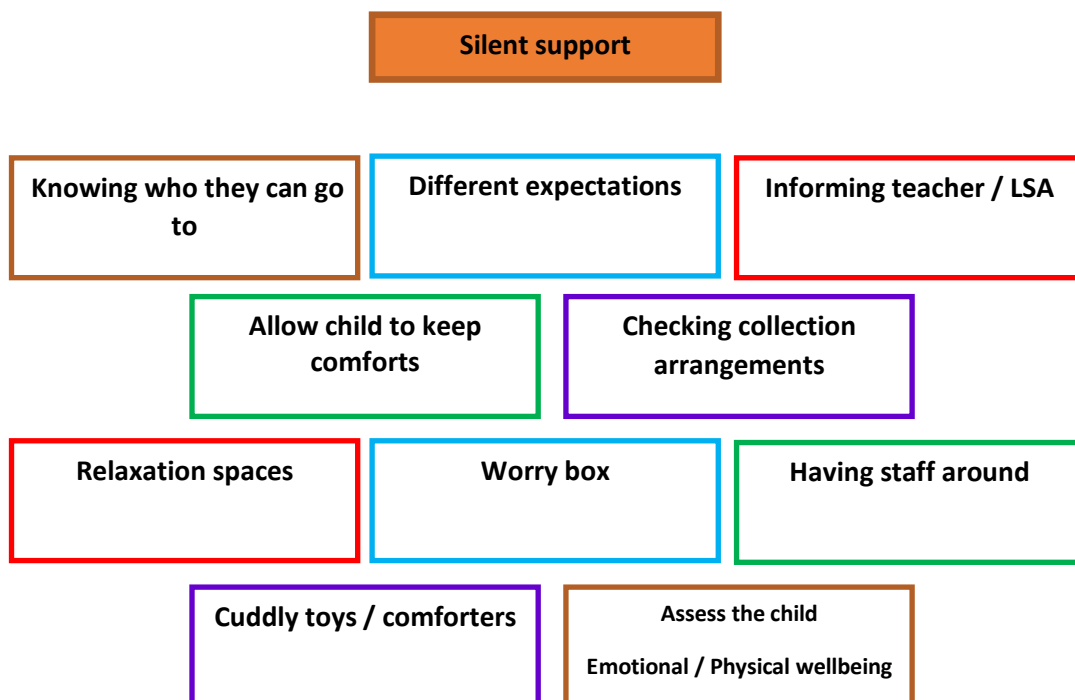
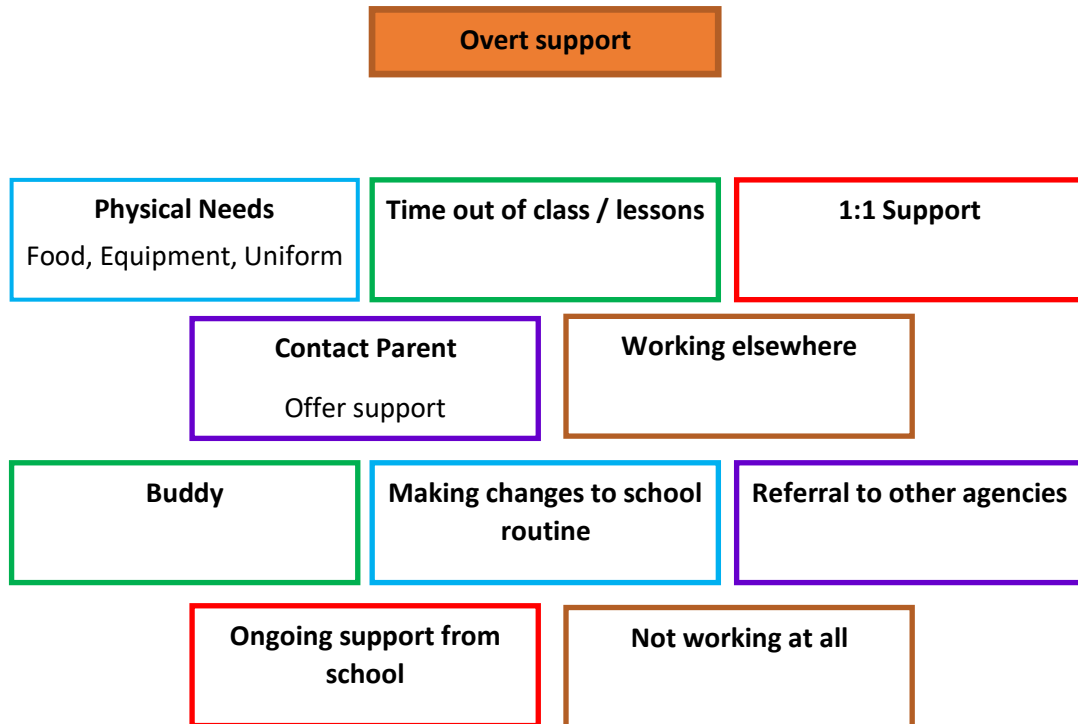
**Name:**

**School:**

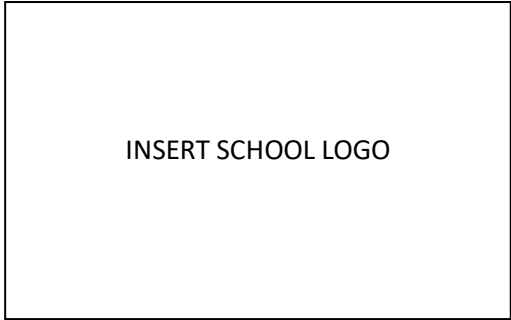
**Designation:**

<b>Responsibility</b>	<b>Achieved</b>
<p>All Key Adult(s) must have accessed the Operation Encompass briefing, be a trained DSL and one Key Adult must be part of the SLT.</p> <p>Comments:</p>	
<p>Ensure a Key Adult is available to receive notifications prior to 9am or as soon as possible thereafter. The school must provide up to date contact numbers/email addresses to Children’s Services via email: <a href="mailto:operationencompass@norfolk.gov.uk">operationencompass@norfolk.gov.uk</a></p> <p>Comment:</p>	
<p>Notifications must be recorded using the record of notification form (Appendix 6) and kept in the same way as other child protection paperwork, in a secure and locked cabinet/drawer.</p> <p>Comment:</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 child protection information given by other partners such as Social Care.</p> <p>Comment:</p>	
<p>Office staff must be informed that when an Operation Encompass call comes in then a Key Adult must be sought immediately.</p> <p>Comment:</p>	
<p>The school must inform parents that the school is part of Operation Encompass, using the basic template letter given to each school which can be amended to the school’s individual requirements.</p> <p>Comment:</p>	
<p>The school must inform the Governing Body that the school is part of Operation Encompass and provide reports to the Governing Body on the impact of the scheme.</p> <p>Comment:</p>	
<p><b>Consideration / Good practise:</b></p> <p>The Key Adult 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 Adult should consider whether the information about Operation Encompass should form part of the school website.</p>	

## Appendix 4 - Types of Overt / Silent Support



**Appendix 5 – Proposed Parent letter**



Dear Parent / Carer

I am writing to inform you that the school will be taking part in a jointly run operation between Norfolk County Council, Norfolk Police and our school, it is called Operation Encompass. Encompass has been set-up to help schools to provide support to children who have been present at incidents of domestic abuse & violence. We know that children can be significantly physically or emotionally harmed when they are involved in, present or witness to domestic violence.

The school will receive a confidential phone call from Norfolk Children’s Advice and Duty Service before 9am or as soon as possible thereafter on the morning after any domestic incident which Norfolk Police have recorded where a child at their school has been involved in, present or witness to domestic violence.

The school has designated (INSERT NAMES OF ALL Key Adult) as Key Adults. Our Key Adults have received training from Norfolk County Council to allow them to use the information that has been shared to make sure that the right support is available for children and their families who have been involved in or witnessed a domestic violence incident.

We are keen to offer the best support possible to our pupils and we believe this is going to be extremely beneficial for all those involved.

If you have any concerns or questions, then please contact one of the above Key Adults 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

Yours sincerely,

(INSERT NAME)

(INSERT TITLE)

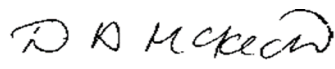

**Appendix 6 – Record of notification form**

<b>Police reference number:</b>		<b>Date:</b>	
<b>Name of child/ren &amp; Date of birth:</b>			
<b>Date and time of incident:</b>			
<b>Circumstances of incident:</b>			
<b>Addition school information:</b>			
<b>Actions taken by the school:</b>			
<b>Voice of the child:</b>			
<b>Name:</b>			
<b>Signature:</b>			

## **Appendix 7 – Suggested wording for Whole School Safeguarding Policy**

At [Insert Name of School] we are working in partnership with Norfolk Constabulary and Norfolk Children’s Services to identify and provide appropriate support to pupils who have experienced domestic violence in their household; this scheme is called Operation Encompass. In order to achieve this, Norfolk Children’s Advice and Duty Service will share police information of all domestic incidents where one of our pupils has been present with the Designated Safeguarding Lead(s). On receipt of any information, the Designated Safeguarding Lead will decide on the appropriate support the child requires, this could be silent or overt. All information sharing and resulting actions will be undertaken in accordance with the ‘*Norfolk Joint Agency Protocol for Domestic Abuse – Notifications to Schools*’. We will record this information and store this information in accordance with the record keeping procedures outlined in this policy.

**Appendix 8 - Signatories to the Joint-Agency Domestic Violence School Notification**

Signed:	
Name:	Debby McKechnie
Title:	Head of Children's Services Quality and Effectiveness and Caldicott Guardian.
Signed:	
Name:	Paul Sanford
Title:	Temporary Deputy Chief Constable
Signed:	
Name:	
Title:	
Signed:	
Name:	
Title:	