

Operation Encompass

Norfolk Joint Agency Protocol for Domestic Abuse Notifications to Schools

Version 6.0



Created: June 2016
Reviewed: November 2020
December 2018
December 2020
May 2021

Contents

1. Introduction	Page 3
2. Context	Page 3
3. Aims & Proposal	Page 3
4. Legal requirements	Page 5
5. Roles and Responsibilities	Page 6
6. School's external to Norfolk	Page 7
7. Further support and guidance	Page 7

Appendix

Appendix 1 Process map	Page 9
Appendix 2 Preparing for the notification checklist	Page 10
Appendix 3 School Responsibilities	Page 11
Appendix 4 Types of Overt / Silent Support	Page 12
Appendix 5 Proposed Parent Letter	Page 13
Appendix 6 Notification form	Page 14
Appendix 7 Suggested wording for Whole School Safeguarding Policy	Page 15
Appendix 8 AnyComms+ User Guide	Page 16
Appendix 9 Signatories	Page 18

1. Introduction

This protocol sets out Norfolk's plans for the 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 electronically via Anycomms+ with the nominated Key Adults 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 Education Quality Assurance, Intervention & Regulation 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 provide the notification securely via Anycomms+ to the Key Adults within 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 in the notification:

- 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 along with any action taken in response and store this securely in the school's child protection recording system in accordance with their safeguarding procedures.

Children's Services staff will maintain a log of all notifications provided and will record any follow up calls made to the Key Adults on Liquid Logic (LCS/EHM) where possible.

Schools must appoint a Key Adult and at least one deputy within the school. All Key Adults must be trained Designated Safeguarding Leads (DSL) 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; this information is provided via Norfolk County Council's 2-day DSL Training.

For the operation to work effectively, 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

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:

Notifications will be provided via Anycomms+ during school holiday periods. There is no expectation for Key Adults to pick these up and respond to them during these times but the facility to receive the notifications will be there for those that wish to. During holiday periods, these may not always be sent daily due to annual leave. The expectation is the Key Adult must record this information along with any action taken in response and store this in the school's child protection recording 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, 1, (e) 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 recording system, as per their safeguarding procedure. Schools must make arrangements for a trained Key Adult to check for the e-mail alert each morning and extract the information from Anycomms+.

5. Roles and Responsibilities

CADS Education Representative Role:

Police will collate and prepare a daily morning spreadsheet of all domestic incidents where a child was present or involved. This will be emailed to Children's Services staff within the Education Quality Assurance, Intervention & Regulation Service (EQAIRS). Liquid Logic (LCS/EHM) /PSS/Core+ will be searched and education provider will be established. Children's Services staff will then provide the notification via Anycomms+ to the Key Adults within the school before 9am or as soon as possible thereafter.

Norfolk Constabulary and Norfolk Children's Services Responsibility:

- To provide a spreadsheet of all domestic incidents where a child was present or involved before 8am the following morning.
- To establish the correct educational provider.
- To provide schools with 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 notifications delivered.
- To ensure notifications are deleted from school or college's AnyComms+ account as required.
- To keep an accurate record of named Key Adults for each education provider.

School's role:

Schools will make arrangements for a trained Key Adult to check for the e-mail alert each morning and download the notifications (see Appendix 6) from Anycomms+ before 9am or as soon as possible thereafter. This information along with any action taken in response must be recorded and 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. If the pupil is no longer enrolled at the school, the Key Adult will return the notification to Operation Encompass via Anycomms+.

School's responsibility:

- To ensure there is a Key Adult and at least one alternate Key Adult 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.
- To ensure that they have made arrangements for a trained Key Adult to check for the e-mail alert each morning and extract the information from Anycomms+. To ensure they keep an accurate record of each notification, the action they have taken in response and store it utilising the current process used to store child protection paperwork within the school.
- Prior to downloading any documents, the Key Adult must check the title of the document to ensure the child is registered at your school or college. If the child is not registered with your setting, please do not download the document. The Key Adult must email operationencompass@norfolk.gov.uk to advise the child is not registered at your

school providing information about where you believe they may have transferred to if you hold this.

- To provide silent or overt support to child, following a notification.
- To provide Children's Services staff via email: operationencompass@norfolk.gov.uk with an up-to-date list of the Key Adults within their school including contact numbers and email addresses.

Norfolk County Council's Responsibility:

- To provide a briefing session for all designated Key Adults nominated by their school, prior to the school receiving notifications. This briefing is incorporated into the 2-day DSL Training programme.
- 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.

7. Further support and Guidance

Operation Encompass Helpline

The national organisation Operation Encompass is providing an Operation Encompass Teachers' National Helpline in response to the covid-19 pandemic, supported by the Department for Education. Key adults receiving an Operation Encompass call about a child in their school can access free advice from an Education Psychologist about how best to support them.

Key adults can access this by calling the OE Teachers' National Helpline on 0204 513 9990 Monday to Friday, 8-11.00am or find out more [here](#).

Domestic Abuse Change Coordinators (DACCs)

Domestic Abuse Change Coordinators (DACCs) are specialists in Domestic Abuse (DA) whose working backgrounds include Probation, high level perpetrator work, work in refuges, and front-line social care case management. They sit within Children's Services and are part of the Intensive and Specialist Support Service.

The DACCs deliver a range of DA training to Children's Services staff as well as partners across Health, Education and the private sector. Training can include anything from how to recognise the early or subtle signs of DA, to completing DASH assessments and the MARAC Process. Bespoke training has been developed and delivered to particular sectors, as needed. The Team offers a consultation service that is confidential to external users and

which, for internal Children's Services staff, can be logged by the DACCSs on Liquid Logic and used to inform case planning and management decisions. Consultations can be used to request guidance and signposting to services and training.

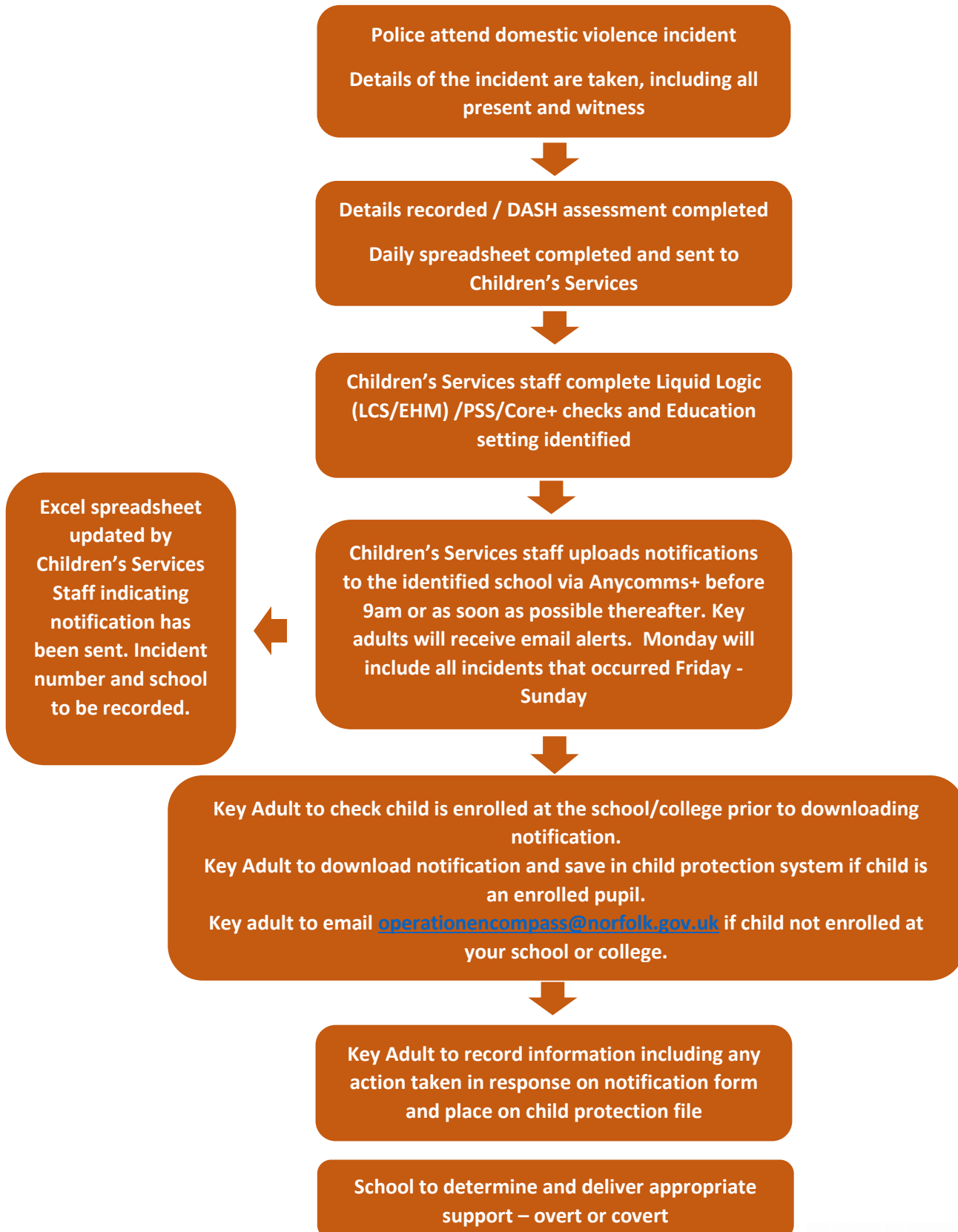
For training information, advice and consultations, the DACCs can be contacted at their dedicated email address and will always have phone conversations where needed. Email is: da.change@norfolk.gov.uk

More information on DA in Norfolk and how to access support, as well how to sign up for the DACC Newsletter and Social Media feeds, can be found [here](#):

<https://www.norfolk.gov.uk/safety/domestic-abuse/information-for-professionals/domestic-abuse-change-champions>

Appendix 1 – Process map 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 to, present or involved in a domestic incident, where police have attended. This process does not replace existing child protection / safeguarding arrangements.



Appendix 2: Key Adult Training: Preparing for notification checklist

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

1. Information from Operation Encompass notification and school intelligence

- Who is the Key Adult that will receive check for e-mails and extract the notification?
- If there are multiple Key Adults in the setting, have you considered developing a duty/rota system for notifications?
- Are all Key Adults familiar with the Anycomms+ system?

2. What support can you provide as a school?

- Brief relevant staff about notification received and Key Adult/DSL's decision about type of support to provide.
- Initial support ideas: breakfast, uniform, meet and greet, silent support, homework, scripts, quiet space, peer support, wishes and feelings work, talking to parents where appropriate.
- Check child protection records, check with relevant staff for recent concerns including changes in behaviour.

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

- Inform parents of school's participation in School Notification process (letter provided)
- Include the information in safeguarding policy, prospectus, newsletters and school website.
- Staff training, role in signposting and parent self-referral,
- Tell pupils about school's involvement

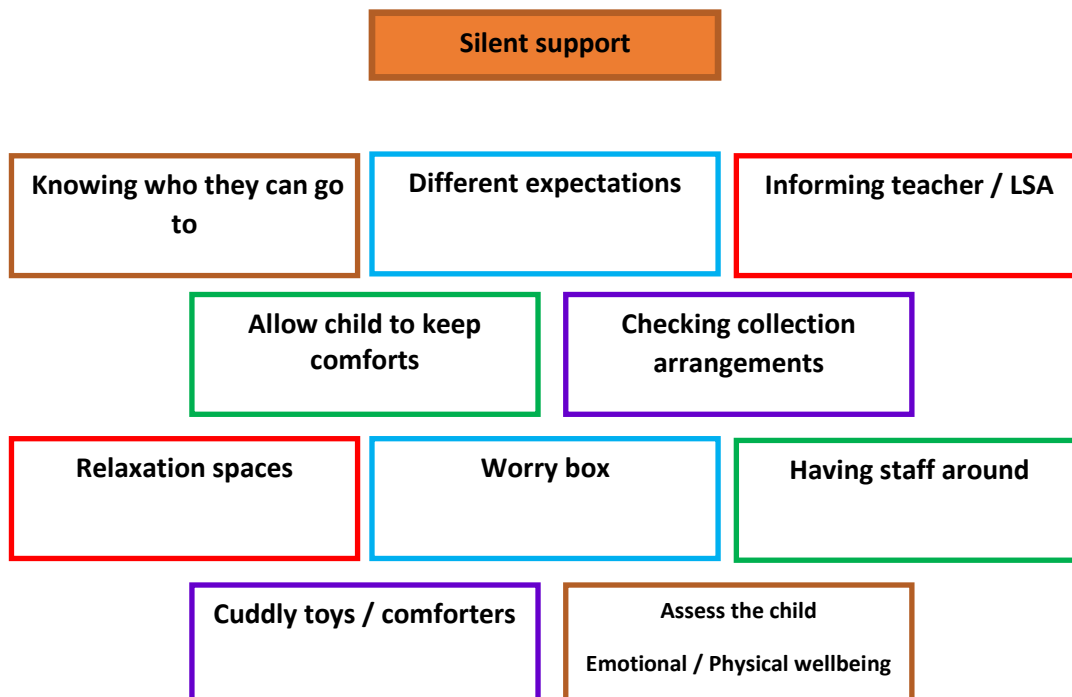
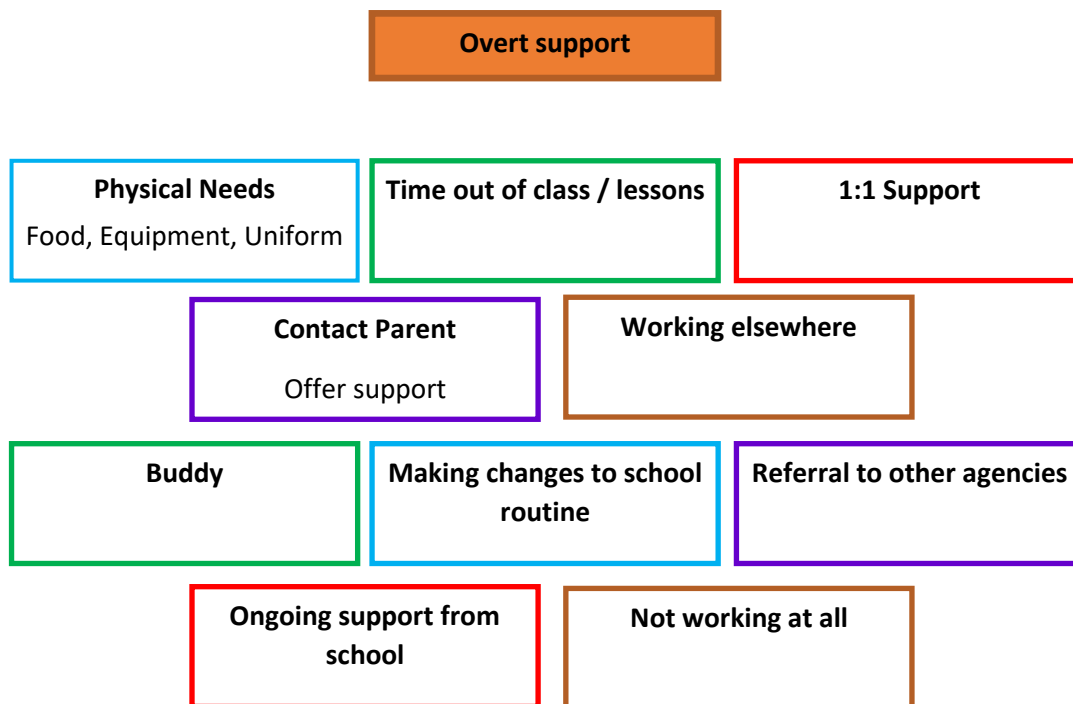
4. Plan for child and family continued support

- Review current support and plans in place for the child in response to the information received, considering school based pastoral support, signposting to other agencies referral to Early Help / Children's Services as appropriate.
- Access advice from the Operation Encompass Helpline or the Domestic Abuse Change Coordinators as required
- File completed information sheet including any actions taken in CP records

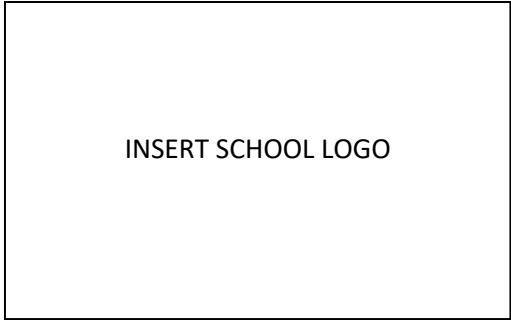
5. Review impact of actions, continue or change

- School's internal monitoring arrangements
- Check on child and update incident log
- Consultation with pupils and parents
- Reports to Governing Board

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 notification from Norfolk Children’s Services 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 me 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

Police reference number:				Date notification received from Police:				
Victim/suspect/involved	Name of child/ren & involved parties	Date of birth:	Age	Witnessed Incident	Involved in Incident	Resides at Addresses	In House at Time of Incident	Witnessed Incident
Date and time of incident:								
Risk level:								
Circumstances of incident:								
Addition school information:								
Actions taken by the school:								
Voice of the child:								
Name:								
Signature:								
Date:								

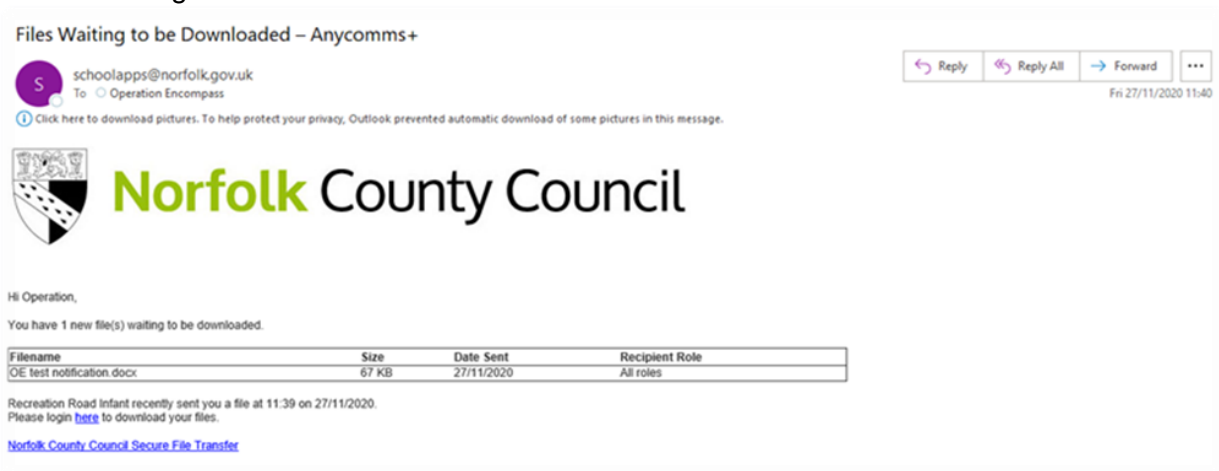
This information remains the property of Norfolk Constabulary and, as such, must not be shared with any parties without the express permission of the owner.

Appendix 7 – Suggested wording for Whole School Safeguarding Policy

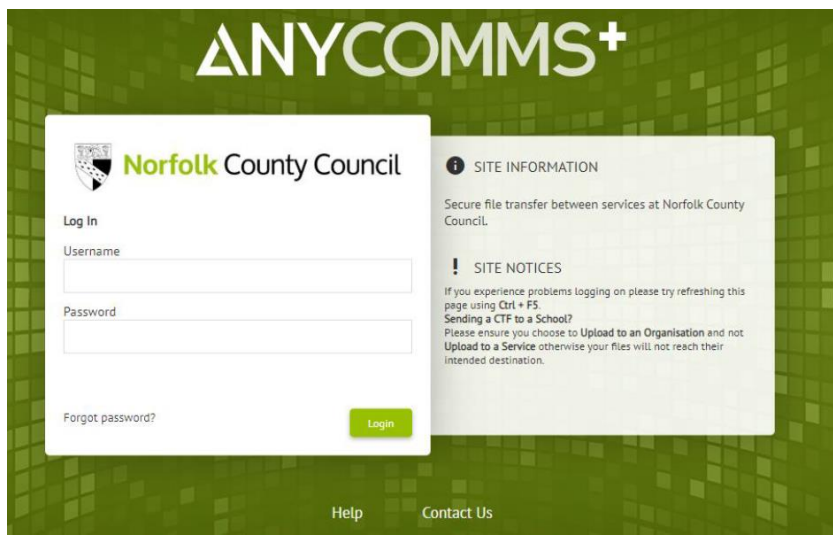
At [Insert Name of School] we are working in partnership with Norfolk Constabulary and Norfolk Children's Services to identify and provide appropriate support to pupils who have experienced domestic violence in their household; this scheme is called Operation Encompass. In order to achieve this, Norfolk Children's Services staff 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 - AnyComms+ Safeguarding role and downloading notifications

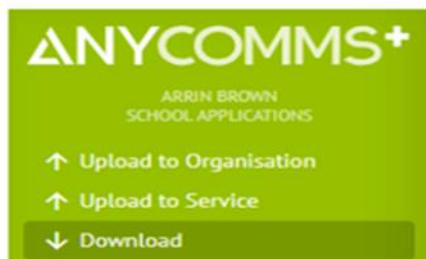
1. Key Adults receive an email alert from schoolapps@norfolk.gov.uk advising a file is waiting to be downloaded.



2. Key adult logs into [Anycomms+](#) by entering username, password and click enter.



3. Click download button on landing page



4. This will bring up the download area and will default to new files to be downloaded.

Downloads

There are no files available for you to download.

Search:

Items per page: 50

New Files | Previously Downloaded Files

There are options to either download all files or to download single files.

New Files | Previously Downloaded Files

File Name	File Type	From	Date/Time Uploaded ▼	Download
▶ End of Year.xlsx	ICT Support Document	School Applications	10/08/2020 11:48:04	Download

Download All

Page: 1 of 1

Click on Download All to download all available files

Download All

To download a single file

Click the 'download' button next to the required file

File Name	File Type	From	Date/Time Uploaded ▼	Download
▶ End of Year.xlsx	ICT Support Document	School Applications	10/08/2020 11:48:04	Download

Click on Click here to confirm.....

The Operation Encompass notification will be titled with the reference number and the child's name and date of birth e.g. 36000020 MinnieMouse01011900.

The Key Adult will need to check the title of the document to ensure the child is registered at your school or college prior to downloading the document.

If the child is not registered with your setting, do not download the document.

The Key Adult must email operationencompass@norfolk.gov.uk to advise the child is not registered at your school and where the Key Adult believe they may have transferred to.

Children's Services will arrange for the document to be deleted from the school's AnyComms+ system.

Full Norfolk [AnyComms+ user guides](#) are available.

Appendix 9 - Signatories to the Joint-Agency Domestic Violence School Notification

Signed:

Name:

Title: Detective Superintendent, Head of Safeguarding, Norfolk Constabulary

Signed:

Name: Marcus Needham

Title: Head of Quality Performance & Systems, Children's Services, Norfolk County Council

Signed:

Name:

Title:

Signed:

Name:

Title: