MASH
Multi Agency Safeguarding Hub

NORFOLK MASH

Safeguarding is everybody's responsibility

Operation Encompass

Background

- Developed in Devenport Plymouth in February 2011 by a Police Sergeant and his wife, a Head-teacher.
- Notification to school by 9am the following day after a domestic incident; this allows schools to provide overt or silent support.
- Encompass has now been established in a number of different areas (Leeds, Nottingham, Knowsley etc.)
- It is a learning point from NSCB Serious Case Review: Case Q (Published December 2016).

Why do we need Operation Encompass?

- During October 2016, on average there were 12 domestic incidents reported daily to the police where children are named – there could be multiple children per incident.
- Incidents such as:
  - *Simon witnessed his mother being punched in the head and having her head knocked against the stairs by her partner. In the police report the mother remembers waking up to Simon as he tried to comfort her.*

Operation Encompass Norfolk

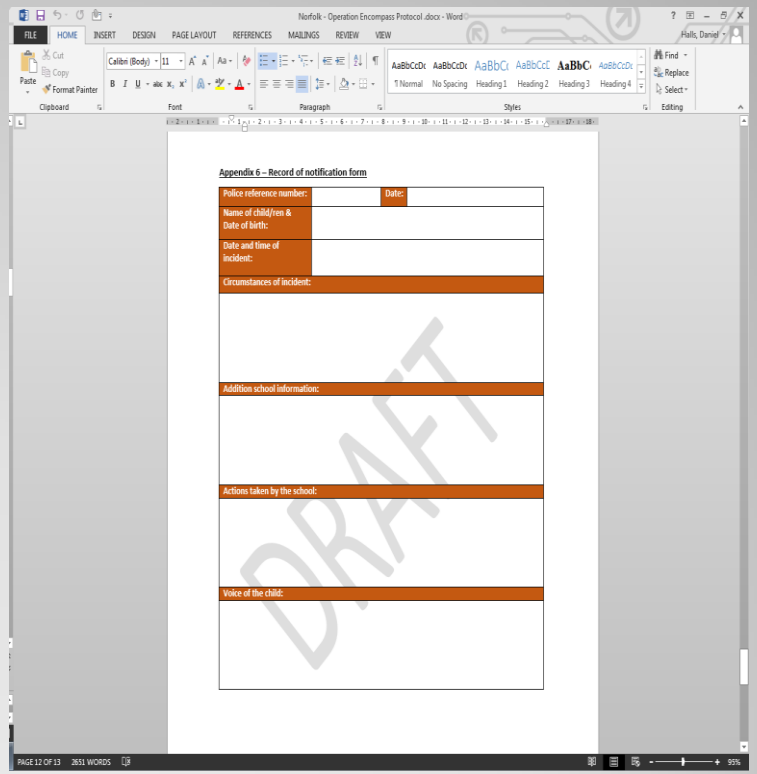
- School to be notified before 9am the day after police have attended a domestic incident where a child have been affected, witness to or present.
- A phone call will be made by Children Services staff within the MASH to the Designated Key Adult at the school.
- Schools can then offer appropriate support to the child/ren.
- Notification will be made for all children between Reception – Yr13 (under the age of 18)

Operation Encompass phone call

- Calls will be made before 9am each morning
- Monday (or the next working day) will cover Friday/Saturday/Sunday
- School's must ensure that a key adult is available, no details will be left, only information that there is an Encompass notification.
- Information shared:
  - The names and dates of birth of any child from that school who were affected, present or witnessed 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.

Operation Encompass phone call

- The school should record this information on a notification form (see page 12 of Protocol)
- Schools will need to ensure the appropriate actions / supports are in place for the child.



Appendix 6 – Record of notification form

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

DRAFT

The information shared does not duplicate or replace any safeguarding interventions that may occur following police involvement, but 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.

Types of support (See Page 10 of the Protocol)

- Overt
  - Physical needs – Food, Clothing, Equipment
  - 1:1 support
  - Changes to school routine
  - Time out of lessons
- Silent
  - Allowing a child to keep a comfort item
  - Relaxation spaces
  - Ensuring children know who they can talk to
  - Changing expectations

Support in Norfolk

- Norfolk Early Help Family Focus
  - www.Norfolk.gov.uk or 01603 223161
- Leeway – Offer support to both Males & Females.
  - www.leewaysupport.org or 0300 561 0077
- Ormiston Families
  - www.Ormiston.org
- Victim Support (Norfolk)
  - www.victimsupport.org.uk or 0300 3030 165
- National Domestic Violence Helpline
  - www.nationaldomesticviolencehelpline.org.uk or 0808 2000 247

Operation Encompass so far…

- Since September 2016 Operation Encompass was piloted across 19 schools in the Great Yarmouth and Gorleston area, during the pilot period 105 notifications were made.
- On 4 occasions parents had come into the school to discuss the incident, prior to a notification being made.
- In January Operation Encompass was launched county wide; A total of 175 schools had signed up and 160 notifications have been made between 5th January & 10th February.

Feedback

- Following a notification to Great Yarmouth High School the school completed Wishes and Feelings with the student and he gave a mark of 3 out of 10 as to how safe he felt at home due to his father's drinking and DV. School then spoke to mother who went on to admit she had been hit over 50 times during previous incidents and not reported them. Following this information the referral was triaged at Level 3 and went for a Social Work Assessment. **– Great Yarmouth High School**

Feedback

- Following an Operation Encompass notification to a school they decided to carry out Wishes & Feelings work with the child. The child stated " mummy and daddy argue lots, but this is only the second time that daddy has hurt mummy, but this was the worst time" , child also said that her younger sibling who is 2yrs old was visibly upset and distressed. School also contacted the mother who was dismissive of the incident and stated that everything was fine within the home. Following a review of the families history, seeing that this was not the first DV incident and the detrimental effect it was having on the children, it was felt that the family required a social work assessment. Without Operation Encompass the school would not have been aware of this incident and would not have been able to support the child. **– MASH Referral Co-ordinator**

Feedback

- Following a notification we spoke to the child involved and he fed back that he thought it was a really good idea and it felt good that people were aware of situations and would be able to support him emotionally if needed. The feedback from the mother too was very positive. **– Ormiston Venture Academy**

What next?

- Headteacher should read, sign and return the Information Sharing Agreement – Appendix D.
- Identify Key Adults who will be available to receive notifications before 9am – All must complete and sign individual agreement forms and return to MASH
- Brief staff and governors.
- Send letter to parents (Appendix 5).
- Include information about Operation Encompass in the Safeguarding Policy.
- To keep accurate and secure records.
- Ensure that MASH has an up to date list of Key Adults within the school.

Useful contacts

- Daniel Halls – Education Representative MASH – 01603 729198 – daniel.halls@Norfolk.gov.uk
- Kelly Waters – Safeguarding Advisor – Norfolk Children's Services
- DI James Brown – Norfolk Police
- Jane Kett – MASH Children's Services Manager – Norfolk Children's Services

?? Questions ??