

# **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.

The screenshot shows a web-based notification form. At the top, there is a header with the title 'Operation Encompass - School Notification Form'. Below the header, there are several sections with orange borders. The first section is for 'School Details' and includes fields for 'School Name', 'Address', 'Postcode', 'Phone', and 'Email'. The second section is for 'Child Details' and includes fields for 'Child Name', 'Date of Birth', 'Gender', and 'Year Group'. The third section is for 'Incident Details' and includes fields for 'Date of Incident', 'Time of Incident', 'Location of Incident', 'Nature of Incident', 'Police Reference Number', and 'Police Officer Name'. The fourth section is for 'School Response' and includes fields for 'School Action Plan', 'Supports in Place', and 'Contact Person'. The form is currently blank, with only the headers and field labels visible.

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](http://www.Norfolk.gov.uk) or 01603 223161
- Leeway – Offer support to both Males & Females.
  - [www.leewaysupport.org](http://www.leewaysupport.org) or 0300 561 0077
- Ormiston Families
  - [www.Ormiston.org](http://www.Ormiston.org)
- Victim Support (Norfolk)
  - [www.victimsupport.org.uk](http://www.victimsupport.org.uk) or 0300 3030 165
- National Domestic Violence Helpline
  - [www.nationaldomesticviolencehelpline.org.uk](http://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.
- Schools report an increase in parents coming into school to make them aware of incidents.
- Since January 72% schools have signed up and 1075 notifications have been made.