

# Operation Encompass

## TVP Multi-Agency Safeguarding Hubs

Operation Encompass is the process by which schools will receive a fast-time notification of a Domestic Abuse incident where a pupil is recorded as being present

# The current situation

- MASH have reviewed over 18,000 tasks relating to Domestic Abuse so far in 2021 across the 3 counties of Berkshire, Buckinghamshire and Oxfordshire. 53% of incidents involve children or are impacting them indirectly due to exposure
- These incidents range from verbal arguments to serious physical and sexual abuse. In all instances, the current Op Encompass notification process relies on officers successfully obtaining the details for children and their schools whilst on scene
- Only around 1 in 5 notifications are successful due to missing information, which prevents schools from being able to provide immediate support to pupils affected by exposure to Domestic Abuse

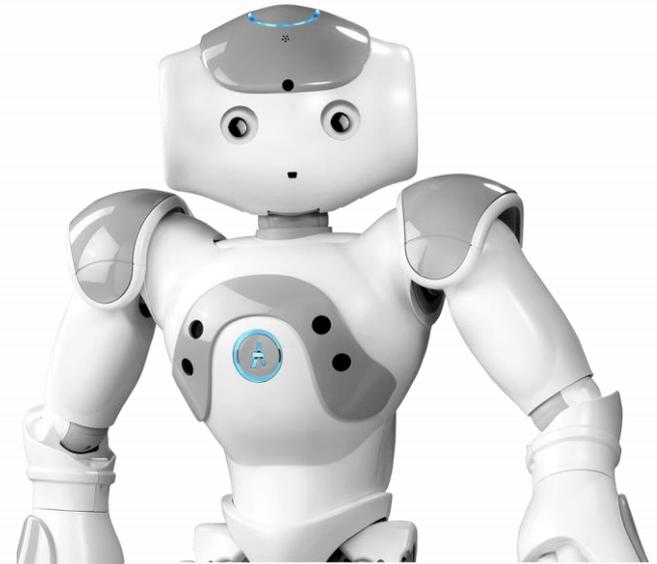
# The future: Robotic Automated Processes

Since January 2021, robots have been used to perform various administrative functions within our Domestic Abuse workload. This includes:

- removing duplicate work
- checking data quality and policy compliance
- conducting research

The robot reviews previous incidents on TVP systems to identify any potential “missed” children, which are later confirmed by a MASH support officer

**5000** possibilities have been located to date



# The new process:

## Research

- Officer links children to incident
- Robot conducts research on incidents with no children listed

## Schools

- Robot checks whether school details have been obtained by the officer or previously held on NICHE
- Robot confirms that these are recorded correctly (amending where necessary)

## Updates

- If school details aren't held, the robot compiles a spreadsheet for each local policing area, and MASH request the details from CSC
- Robot extracts school details from spreadsheet and updates TVP systems

# Notifications:

Once the school details are available, Thames Valley Police will send an automated notification email (which is password-protected) to the school with details of:

- Date and time of incident
- Name and age of pupil present
- Home address and incident address
- NICHE occurrence number (the police reference number)

It will not give details of other parties involved, the nature or seriousness of the incident, the victim's risk level, or the police investigation. The notification is simply to alert the school so that staff can provide welfare support to the pupil, if required.

## Example notification:

Dear Sir or Madam

Thames Valley Police have recorded a recent domestic related incident and noted that a child was either present at the address or was a witness to what took place.

This notification is sent so you can be ready to help and support children and families if they are distressed. You are **not expected** to discuss or question the child or parents about the incident, but should be ready to respond and support them if the need arises.

This notification does not replace existing child protection processes and any further concerns you may identify should be reported in the usual manner.

Please treat this information in accordance with the Data Protection Act. Do not print this notification out.

Incident details:

- Name: JOHN SMITH
- Age: 7
- Home address: 123 HIGH STREET, ANYTOWN, BERKSHIRE, RG1 2AB
- Incident address: 123 HIGH STREET, ANYTOWN, BERKSHIRE, RG1 2AB
- Date and time of incident: 04/02/2018 11:27:51
- NICHE occurrence number: 43180012345 (the police reference number)

# The role of schools:

- A notification will be sent for each pupil recorded as being present during a domestic incident
- Relevant school staff should then be confidentially briefed
- Schools are **not expected** to discuss or question the pupil or their parents about the incident, but should be ready to respond and support them if the need arises
- This notification does not replace existing Child Protection processes and any safeguarding concerns should be reported via the usual channels. (The MASHs will continue to share information with Children's Social Care etc in the normal manner)

## Contact details:

If you receive a notification for a child that no longer attends your school, please update us via the dedicated email address to prevent further GDPR breaches

[ENCompass@thamesvalley.pnn.police.uk](mailto:ENCompass@thamesvalley.pnn.police.uk)

The notifications should, ideally be sent to an email address that is accessible to the Designated Safeguarding Lead and Head teacher