



Operation Encompass



Newsletter : October 2017



News and updates

We have recently completed the fourth Operation Encompass report based on the school survey feedback.

This newsletter has been designed to share the key updates and changes that have followed.

We thank you for your continuing hard work and support in ensuring that Operation Encompass fulfills its purpose in keeping our children and young people safe.

BIG NEWS!



Email notifications to start January 2018

As you will see from the story on the reverse of this newsletter and on the Operation Encompass Process Map, there is a lot of work involved prior to any phone calls being made to notify schools about an incident. Cheshire schools also benefit from a high level of information sharing compared to many other areas operating the scheme.

It hasn't always been possible to ensure that notifications are made to all schools before the school day starts although the officers do try to notify you as soon as they possibly can. This has been raised in each of the survey responses to date.

Availability of school staff to receive the phone call has also been raised as an ongoing issue with frequent call backs required throughout the day. This does have an impact then on the work of the referral unit. For these reasons, a decision has been made by Cheshire Constabulary who run the scheme to use email notification instead of the phone call. It is hoped this will mean you can pick up the notification at your convenience following its arrival, rather than waiting for a call back if you aren't available.

A phone call will be made to your school office to alert you to the email being sent so you don't have to keep checking your emails throughout the day. No further information will be provided. Please contact your operation encompass officer if you haven't received the email despite the

phone call alerting you to it. In the email that this newsletter was attached to, you will have seen a

Response form for you to complete and send back. This confirms your school contact numbers and your preferred email address / addresses where you want the confidential information sending to. Apologies to those of you who responded to an earlier email in July asking for part of this information.

Your questions answered...



1) Notifying social workers

As you will be the first agency to be made aware of a Domestic incident, we do ask that you update the child/young persons social worker or family case worker.

2) School Holidays

Operation encompass notifications aren't made during school holidays as the purpose is to alert you to an incident the following day so you can provide appropriate intervention.

Schools should be updated as appropriate if an incident during the holidays results in an intervention being offered by a social worker or case worker, by that nominated lead worker when you are back after the holidays.

3) Unknown whether child witnessed.

We appreciate that this is vital information as affects the intervention you offer. This issue has been escalated within the Public Protection Directorate for Cheshire Constabulary and the Operation Encompass Officer will be collating on their new log form if this information was missing on the report so can be acted upon.

4) Operation Encompass notification not received

Schools will only get a call and subsequent email if the police incident has been recorded by the attending officer as a 'Domestic Incident'. We are aware through the survey that schools sometimes hear of an incident by members of the public and wonder why they haven't had an encompass call. In many circumstances, this is because the incident has been recorded by the attending police officer as a 'Child Welfare Issue'. This will not be covered by Operation Encompass. If however you feel there has been a Domestic Incident that you should have been notified about and haven't, please contact your operation encompass officer via email (contact details on the back of newsletter) so they can look into it and respond accordingly. This doesn't apply for incidents that have taken place when schools were on their holidays as previously explained.

5) Parents being informed about Operation Encompass scheme

It has been raised that some parents may not have been sent the letter from the school governor to inform them that Operation Encompass is now operational in every school across Cheshire. At the start of each new term, please ensure that every family in your school receives this letter which was shared in the initial training pack.

Reminder:

Please remember to fill in a survey response each time you receive an Operation Encompass Notification. The link will be on each email notification you receive going forwards. There is currently a disparity between the number of calls made and the survey responses completed.

A day in the life of an Operation Encompass officer

Meet Louise Dutton
and Vicky Roach



We visited Louise and Vicky in July in the Warrington MASH to learn more about their role. Vicky (Operation Encompass officer Cheshire East) was helping to train new recruit Louise to the role.

Here is a current typical day for them...

(Officers can start work between 7 and 8a.m. dependent on need, Mondays are always busier).

07:30hrs:

- ◆ Review email notifications in Operation Encompass mail box. These will all have been coded as being a DA incident by the attending officer and an incident logged.
- ◆ Use the incident number and date to locate the correct record on Niche (police computer system) checking all relevant tabs for information including offences, voice of child, incident, warrant, bail etc.
- ◆ Read the VPA (Vulnerable Person Assessment) if this has been received at this point. Extract relevant information and begin to populate spreadsheet.
- ◆ Review incident on Command and Control if VPA not yet submitted, again extracting relevant information and record on spreadsheet.
- ◆ Email SCIE officer /education contact if school information not known and await response.
- ◆ Ensure all information is on spreadsheet ready to start making calls. Each incident can take an experienced officer between 5 - 10 minutes to collate all relevant information. This takes longer if the VPA hasn't been submitted at that point. Sometimes, it is necessary to check it is appropriate to share with the referral unit Detective Sergeant. This happened twice whilst we were interviewing, both involving cases where it was third party information. Sometimes it may be on the cusp of child welfare rather than a domestic incident which is another reason for checking.

08:00-09:00hrs:

- ◆ Begin making the phone calls to schools. Log where call back is required as no-one available. Log all attempts and successful time of call. Phone calls can take between 2-10 minutes per school.
- ◆ After initial calls, update each OEL (Occurrence Enquiry Log) and move the emails into the completed folder for future reference.

0:900-9:30 hrs:

- ◆ Begin work in the referral unit, making appropriate call backs throughout the day as appropriate.

Operation Encompass Officer Contact Details:

Cheshire East: Vicky Roach

Base: Delamere House Crewe

Cheshire West and Chester; Lucy Evans & Irene Sutherland

Base: Wyvern House Winsford

Halton: Chloe Mcall

Base: Municipal Widnes

Warrington: Louise Dutton & Melanie Silvester

Base: Quattro Tower, Warrington

Email address for all queries:

EAST:

Operation.Encompass.Cheshire.East@cheshire.pnn.police.uk

WEST:

Operation.Encompass.Cheshire.West@cheshire.pnn.police.uk

WARRINGTON:

Operation.Encompass.Warrington@cheshire.pnn.police.uk

HALTON:

Operation.Encompass.Halton@cheshire.pnn.police.uk

This email address is checked Monday-Friday by the Operation Encompass officers so is the preferred option for contacting the team.

All operation encompass officers have access to each of the mailboxes. Should a member of staff be absent, another officer will manage their mailbox.

Peter Shaw

Detective Superintendent Strategic Public Protection