Operation Encompass News October 2023

As we head into almost 1 year since the automation go live there are some things that have and continued to work well and some that need more work. Thank you for your feedback during this time which has helped inform the changes needed. We have a fantastic registration rate for Operation Encompass automation, currently at 96%.

Attached is the ‘how it works’ step by step guide. Please save this to a place where all Key Adults can access for future reference. Please ensure that your firewalls have our domain name @devonandcornwall.pnn.police.uk added to the safe senders list for your designated mailbox. Please note that if you have put diverts onto that account then the receivers account may still block it. It is important that you give access to your Key Adults. Operation Encompass have no control over this in terms of giving access. 1 email, which is restricted access to Key adults and more than 1 Key adult has daily access. Personal emails are not acceptable.



Testing

On 6th & 7th July 2023 I sent out a tester notification to all registered schools. Some of you received it and were able to read the notification about Suzy Smith. Some of you were not as such I sent you direct information as per the step-by-step guide. Some of you didn’t receive it at all and undelivered notifications were received, we contacted those schools via their alternative contact as they were unaware that their emails had changed or that new updates to their systems had caused failures.

Some key issues;

* Key Adult changes – you must tell us if the key adult changes in order to keep our records updated and ensure that all are Operation Encompass trained and to comply with Data Protection.
* Not everyone has completed the training which is available for free at [www.operationencompass.org](http://www.operationencompass.org) please note that is a national website and is not run by Devon and Cornwall Police.
* Have you received a notification about a child at your school? For FREE advice from an Educational or Clinical Psychologist about how best to support them, call the Operation Encompass Professionals’ National Advice and Guidance line on 0204 513 9990. Monday to Friday, 8am-1pm
* You may have noticed that the PASSWORD emails have the password right at the top now so you can see it easily.
* Has your school changed status? If so, has the domain name of your designated secure email changed? If so let us know via [Encompassadmin@devonandcornwall.pnn.police.uk](mailto:Encompassadmin@devonandcornwall.pnn.police.uk) as soon as possible. Changes to emails require us to update 2 separate systems as such it can take some time to process.
* It is important to mention Operation Encompass on your website and to ensure that parents are informed that you are a school who is registered to receive police information about Domestic Abuse incidents. See the national website training for more guidance on this.
* Data protection. It is important that you tell us if the child does not attend your school. We always further investigate this and report a data breach which whilst giving feedback to the officer thereby improving the system. Only tell us the Occurrence number and initials of the child and delete as per the guidance.
* Ensure that the only persons who have access to the designated email you have provided is a Key Adult so as to be aware of their duty in retention and storage of this information and be able to support that child overtly or covertly. Refer to your own school data protection policy.

And finally,

Previously communicated information about the ‘we matter program’ is available to schools to refer a child that has experienced domestic abuse and *no longer living with the abuser* and aged 8-17 years. See attached 

Any issues, questions, please email [Encompassadmin@devonandcornwall.pnn.police.uk](mailto:Encompassadmin@devonandcornwall.pnn.police.uk)

Thanks

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Operation Encompass Devon and Cornwall Police.