Good morning,

Thank you for the feedback, it is really important to understand how the changes have impacted you at the receiving end.

So, Operation Encompass (OE) is designed so that you as the school receive information about a DA and Child involved/exposed to a domestic incident present or not. Correct.

When an officer submits a PPN via Pronto and checks the fields identifying child and DA are present, pronto automatically sends the notification emails direct to the designated and restricted, secure email address provided to OE if registered.  The full PPN is transmitted into Niche and sent to the Central Safeguarding Team. The CST pick up that PPN manually, it is reviewed and then shared with Health, Education and CYPS partners via email. That PPN is then reviewed by the partner and if deemed relevant and appropriate shared to a school by them.

The OE transmission is immediate straight to your designated email which has restricted access and is only accessed by OE trained key adults. There is no human review process. It is a notification only.

The PPN transmission is not and at times there can be backlogs due to demand,  which slow this process down and has to then travel to the partners prior to dissemination to a school.

The OE notifications can only contain limited information sufficient to notify you that a child has been exposed to a DA incident due to strict Data Protection rules. Once you are made aware of this the Key adults should provide overt/covert support to that child, until more information can be shared via the PPN process. You can contact the MARU for example if you have concerns about a child and feel that you need more information.

There have been problems with this being a new system for all as you can imagine. The OE notification quality is bound by the quality of the information being put into the PPN.

Several changes and fixes have been put in place to improve the information being shared. There is ongoing training in the force to address what the officers are inputting and into what fields, so as you say, as time has gone on the information has improved on the PPNs therefore the quality of the OE information should improve also.

So the reason you may receive an OE notification 2 weeks after the incident for example, is because the officer populates the form with the actual date of the incident, there often is a delay in reporting of these incidents – for example a parent reports to the police 2 weeks later having walked into a Police station, or the officer has not been able to identify the school that the child attends, as such we get the notification here and research to find the correct school. This may delay the notification being sent to you by days. There has been ‘gliches’ in the system that have caused problems, such as duplications, or that the trigger for OE hasn’t worked, so when it is fixed pronto sends the OE notification as it recovers its back log. As I say, as we move along those problems are being fixed and we should see less and less of these issues. You may also have instances when you did not receive an OE notification at all, but you did get the PPN. This often is because the officer was unable to ID a school, but the Education partner was able to do this when they received the PPN by searching on their systems and liaising with CYPS and Health for that information. The Police officer would not have access to those systems.

PPNs will contain safeguarding information about a child that is subject of or to other types of incidents – ie sexual abuse, so therefore you will always see more PPNs than Operation Encompass notifications.

Does that make sense? Like everything, the theory is great, the practical application is a challenge.

Thanks

Susanne

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