Good afternoon

I hope you are all well.

Please find below the latest update I have received from the Devon and Cornwall Police regarding the supply of information in respect of Operation Encompass.  This is the most detailed explanation I have been provided.  If there is anything that doesn’t make sense please let me know and I will try to help.

I am keen to receive information about cases that conflict with what is being said so please ask your colleagues to provide me with such examples.  Ben has offered to review those and check out the effectiveness of police systems.

Regards

John

**From:** BECKERLEG Benjamin 14955 <[Benjamin.BECKERLEG@devonandcornwall.pnn.police.uk](mailto:Benjamin.BECKERLEG@devonandcornwall.pnn.police.uk)>   
**Sent:** 04 July 2023 16:37  
**To:** John Clements <[john.clements@cornwall.gov.uk](mailto:john.clements@cornwall.gov.uk)>  
**Subject:** Operation Encompass

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Good Afternoon John,

I have some information regarding the concerns raised to you by schools in Plymouth and Cornwall about delays in receiving Operation Encompass notifications from Devon and Cornwall Police.

The intention being to bring clarity to the current working practices and explain planned developments, to reassure that Operation Encompass continues to be an integral and effective mechanism for sharing information between the Police and schools about children experiencing domestic abuse.

The introduction by Devon and Cornwall Police of the NICHE record management system and the automation of electronic referrals are both intended to improve notification performance.

I understand some schools are currently reporting a reduction in notifications. Having consulted with colleagues in the Central Safeguarding Team there are a number of reasons for this which I will list below with detail of mitigation in place:

1. **Incorrect email address provided by the school** e.g. missing a dot, wrong spelling. The Central Safeguarding Team are identifying and rectifying.
2. **Incorrect email address entered by police staff onto Pronto the Police I.T. platform used to share the information.** As above to rectify.
3. **Software /fire wall issues with school I.T system.** Newsletters and video guides have been shared with schools to overcome this.
4. **Public Protection Notice (PPN) has failed to send.** This can occur due to either a Policeuser error or a Police I.T. fault. PPN WHY training now in place for all front-line staff with compliance being monitored, and there have been several IT fixes in recent weeks.

In June the Police commenced an Op Encompass PPN test with all schools to identify any enduring issues and to ensure problem solving with the specific school(s) concerned to rectify. These tests will continue on a scheduled basis.

The Central Safeguarding Team report an increase in the number of schools signed up to Op Encompass illustrating the collective drive to improve information sharing and associated child protection provision.

In relation to a delay in schools receiving Op Encompass notifications I can confirm that they are sent immediately an officer enters the details into the police I.T. platform Pronto. The date on the notification will be when the Police received the initial report as opposed to when the officer attended and completed the PPN. This could give the impression that the PPN has taken a number of days to be shared. The sharing of the PPN itself has therefore not been delayed, whilst attendance at a domestic abuse incident on occasion can be.

Domestic abuse incidents are subject to an initial assessment in the Control Room, which includes a THRIVE based risk assessment in order to determine the grade of response.

The THRIVE assessment does take into account information relating to children of the household and Devon and Cornwall Police use the gradings Immediate / Prompt / Routine, while some Forces use a numerical system.

The volume of incident reports received each day necessitates a prioritised response policy and there are instances where a domestic abuse incident, including those where children are present in the household will be graded as “Routine”. These will not include incidents where the information provided or contained on Force information systems indicates that there is an imminent risk of harm.

Devon and Cornwall Police maintain the response to domestic abuse and its impact upon children as a clear priority, and development work continues to improve performance in this area, including the response to “Routine” graded incidents.

PPN Training is in place for all front-line officers with specific focus upon quality of narrative, including the presence and relevance of any children to the incident.

A PPN data set is being developed to allow for quantitative and qualitative assurance checks to be undertaken. This will include the ability to determine exactly what has been sent to a particular school(s).

In the meantime, if there are any specific examples of schools reporting concerns please let me know and I will organise direct contact to resolve.

If a further conversation or information would assist just let me know.

Thank you

Ben



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