

*"Operation Encompass is a no brainer.  
Everybody gets it. Everybody wants to do it"*

*- Police Operation Encompass Lead*

# Operation Encompass Impact Report

Elisabeth Carney-Haworth OBE  
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Operation Encompass is a long standing proven police and education information sharing safeguarding partnership enabling immediate support to be given to children experiencing domestic abuse.

 **OPERATION  
ENCOMPASS**



Overall Winner of Inaugural World Class Policing Awards.



# Identifying the most significant areas of impact:

*"The OE scheme was also seen as an important channel for involving schools in support for children following DVA, encouraging partnership and joined up working. The OE notifications also encouraged schools to have a more proactive role in safeguarding children from DVA."*<sup>1</sup>

- Positive impact upon the lives of children who experience domestic abuse.
- Operation Encompass has impacted positively upon the frequently identified weaknesses in safeguarding procedures:
  - Information sharing between agencies.
  - Multi Agency Working between agencies.
  - Early intervention for our children.
- The number of police forces and schools, both national and international, who have recognised the imperative of embedding Operation Encompass in their organisations.
- After a sustained 12-year campaign Operation Encompass was influential in achieving children being recognised as victims of Domestic Abuse in their own right in the England and Wales Domestic Abuse Act of 2021 and has also achieved this in Northern Ireland and Gibraltar.
- The educating of thousands of teachers, Safeguarding Leads and other professionals about the impact of domestic abuse upon children and how schools can support these children.

*"We have also seen many good examples of effective information-sharing systems and protocols which make a significant difference to providing timely and effective help, protection and care. A good example of agencies sharing information readily and efficiently is Operation Encompass, which has been well designed and implemented. Under Operation Encompass police contact a school's 'key adult' by 9am if a child has been involved in an incident of domestic abuse. Key adults are given training on how to respond effectively. Effective implementation ensures that all professionals are clear about their roles and responsibilities, including information sharing and support to children. Schools ensure that appropriate information is given to parents about the school's involvement with Operation Encompass."*<sup>2</sup>

*"GPs, midwives, teachers, nursery staff, health visitors and many more see children on a regular, if not daily basis. If we are to focus more on preventing abuse, and repairing the damage it has done after the fact, multi-agency working and coordination between these frontline professionals are crucial. Sophisticated and targeted information sharing processes and policies lie at the heart of this joined-up approach."*<sup>3</sup>

*"Investment in better early intervention is the single biggest opportunity. We should prioritise effective early intervention and support (including education and health services) as a cost-effective route to positive, sustainable outcomes for children and families."*<sup>4</sup>

<sup>1</sup> Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

<sup>2</sup> Ofsted, Written supplementary evidence (PSC0064) to Select Committee on child vulnerability 28 May 2021

<sup>3</sup> JTAI Domestic Abuse 18 Sept 2017

<sup>4</sup> Ofsted, Written supplementary evidence (PAC0064) to Select Committee on child vulnerability 28 May 2021

# Operation Encompass was created in 2010

As we enter 2023 and the end of the pandemic which is, in the words of WHO Director-General Tedros Adhanom Ghebreyesus<sup>5</sup> “in sight”, and when domestic abuse has weighed heavily on the national conscience, there is a sense that this is a compelling time to consider the impact of Operation Encompass.

This impact report is by no means exhaustive, it is a summary, a synopsis, a snap-shot, of what has been achieved over time by ingenuity, creativity, determination and professionalism.

When Operation Encompass was first created the sharing of information about domestic abuse directly from police to schools was ground breaking and innovative...and sadly for some it was totally inconceivable.

Operation Encompass has moved from being a ‘rare phenomenon’<sup>6</sup> to being classed as ‘day-to-day essential business’<sup>7</sup> for both police and schools.

Arguably, the most important characteristic of the impact of Operation Encompass upon the very children that it supports, cannot be expressed in this report because many, if not most, of the hundreds of thousands of children who have received support and nurture from their school staff will have no idea that this support had its origins in an Operation Encompass notification.

We cannot ever establish what these children’s lives might have been without Operation Encompass:

A discreet programme protecting, nurturing and supporting the previously hidden victims of domestic abuse – the children.

## How can you then measure the success of Operation Encompass?

“A society thrives when old men plant trees whose shade they know they will never sit under”, such is Operation Encompass.

How can you determine the impact of kindness, understanding, relationships and connection?

For many children they will have no idea that they were supported because of Operation Encompass – all that they may know is that when things were hard, were sad or horrific in their home or in their own relationships, the staff in their school showed them understanding, care and love;

That when they struggled in school, when they were quiet and withdrawn or disinterested, someone noticed them and supported them.

Their behaviour was not ‘managed’, it was recognised and understood.

They weren’t shouted at, they weren’t punished, they weren’t isolated and humiliated, they weren’t excluded from school, they weren’t re-traumatised.

They were responded to with compassion, they were helped to succeed in school that day and in the days after; emotionally, socially and academically. And perhaps, because of that Operation Encompass information sharing with their school, they were enabled to have a better day, a better tomorrow and a better life.

## What price can we place on that?

*“What Operation Encompass does do is make a child day better and believe me if you are that child that’s all you really want”<sup>8</sup>*

Elisabeth Carney-Haworth OBE  
David Carney-Haworth OBE

<sup>5</sup> Sept 14 2022 Reuters

<sup>6</sup> Alan Fuller Principal Educational Psychologist

<sup>7</sup> Shaun Sawyer Chief Constable Devon and Cornwall Police

<sup>8</sup> Carl Eve: child victim of domestic abuse

Operation Encompass describes the support offered in school following an Operation Encompass Notification as either overt or silent.

### An example of overt support:

Having received an Operation Encompass call, the class teacher quietly approached the child when he arrived in school, explained that he knew what had happened at home the night before and asked the child how he was and if was there anything he could do to support. The child said he was tired as he had not slept and was hungry because he hadn't had any breakfast. The child's teacher took him to the staffroom, gave him breakfast, a pillow and a blanket. The child, having eaten, then slept for a period of time, woke up, joined his class and had a positive day in school.

What this gave the child, the message conveyed to this child, was so much more than just an enquiry as to any help needed with the subsequent food and an opportunity to sleep. The class teacher communicated to that child the very clear message that his teacher was pleased to see him, that he was truly interested in how he was, that he was noticed, that he was cared for and that his school was a place of safety, security, empathy and nurture.

### An example of silent support

In 2011 a school received an Operation Encompass call about an incident of domestic abuse at the address of a Reception child who had only started school three weeks prior to the incident.

The Head Teacher spoke to his class teacher and she was prepared for him to behave differently from his usual very happy self.

He arrived at the classroom with his mother and his rather large teddy bear. At that time (2011) his class teacher would normally have either asked him to put the teddy in a safe place in the classroom or asked him if he wanted mum to take teddy home so that he would be safe. She did neither - understanding that his teddy had been brought for a reason.

His class teacher quietly supported him all day, working next to him allowing him to hug his teddy all day and just letting him know that she was there.

The most important thing she did was not to ask him to let mum take his teddy home and not to put his teddy out of the way in the classroom and not to even make any comment about him hugging his teddy all day.

For the school it was a simple act of understanding and reacting to a child's needs ... but to that little boy it was everything.

*"Operation Encompass is the gift that just keeps on giving and it means I know that at least something will be done for those children" - Police Officer*

145

school days

143,000

notifications sent to schools in just 27 responding police forces

# What is Operation Encompass?

All domestic abuse incidents, crime and non-crime, shared with a school's trained Key Adult, (all schools, including independent schools and further education providers and nurseries) prior to the start of the next school day and shared with the context of the incident.

Understanding they have the important information needed by the schools

Understanding the impact of DA and role schools can play in supporting children and young people

A **police** and **education** early intervention safeguarding partnership enabling support for children and young people who are experiencing Domestic Abuse

## SCHOOL UNDERSTANDING

Staff have insight into a child's living experience, not just on the days when a notification is received.

## EARLY INTERVENTION

The child has a better day and a better tomorrow.

## CHILD ARRIVES

The child arrives for school and is greeted with a smile and supported appropriately.

## TEACHER INFORMED

Key Adult informs teacher(s) about the incident.

## SCHOOL NOTIFIED

The Police notify the trained Key Adult at the child's school **prior** to the start of the next day and including the context of the incident.

## INCIDENT RECORDED

Details of the DA incident are logged by Police.

## INCIDENT

Domestic Abuse incident occurs. Police attend, children related to at least one of the adults.

- Operation Encompass is embedded in all 43 police forces in England and Wales.
- In 2021 Northern Ireland created legislation to enable them to fully implement Operation Encompass.
- Operation Encompass is established in Armed Forces Overseas schools.
- Operation Encompass is established in Guernsey.
- Operation Encompass is established in Jersey.
- In November 2022 Gibraltar signed Operation Encompass and children as victims of Domestic abuse in their own right into their new legislation .
- Operation Encompass has positively impacted people’s view of children as full participants in the safeguarding agenda. [View »](#)
- The Operation Encompass Victim’s Support Code has encouraged police, schools and other professionals to carefully consider the rights of children in the domestic abuse agenda. [View »](#)
- Operation Encompass facilitates the Police responsibility to support and protect those children experiencing domestic abuse.

*“Protecting the vulnerable is the nucleus of policing.”<sup>10</sup>*

*“The police are often the first to become aware of reported DVA cases and are thus an integral part of early intervention and information sharing, holding vital information about the children who are suffering, or have the potential to suffer, from significant harm”<sup>11</sup>*

- Operation Encompass has created a national good practice effective protocol for police attending domestic abuse incidents where there are children related to any of the adults involved. ””

*“Recognise the impact first responders may have on children who see, hear or experience the abuse in a domestic abuse incident, ensuring premises are consistently checked for the presence of children (whether or not in the room during an incident) and children are actively listened to. Responders should also be trained to recognise vulnerability and signs of abuse during a call for service for domestic abuse. See the section on ‘Education’ for more information on Operation Encompass;”<sup>12</sup>*

*“The College of Policing are acutely aware of Operation Encompass and have circulated details widely as good practice.”<sup>13</sup>*

In the Covid 19 response to the HM Government the Children’s Commissioner stated: ””

*‘When the Children’s Commissioner’s Office has discussed this programme (Operation Encompass) with schools, their reaction has been overwhelmingly positive. Operation Encompass has been running throughout Covid-19 and helped ensure schools continue to reach out to the pupils who most need their support. Operation Encompass shows the benefit to children of proactive data-sharing between different parts of the public sector. It also shows what can be done within the rules by thinking creatively’*

10 Chief Constable Shaun Sawyer of Operation Encompass

11 HM Government (2018) Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children.

12 Home Office DA Act 2021 Statutory Guidance

13 College of Policing

- Operation Encompass has created clarity around the need and responsibility the police have to share information to safeguard and support children experiencing domestic abuse with schools.

*"Partnership working is central to effective child protection and this includes the use of Operation Encompass by forces to understand the adverse effect on children and young people who experience domestic abuse within the family environment. Inspection activity undertaken by HMICFRS includes consideration of the effectiveness of Operation Encompass as it is an indicator of good working between schools and police forces. It assists schools in understanding a child's behaviour and the opportunity to provide timely support in a way that is best for them." Andy Cooke QPM HMICFRS <sup>14</sup>*

*"Whereas children's social services only intervene in the most serious cases, Operation Encompass enables every child to receive support, regardless of whether the incident has been recorded as a crime." <sup>15</sup>*

*"Prior to this initiative (Operation Encompass), there was little communication between the police and schools regarding abuse of children. This communication (between police and schools) must be heightened in order to improve child-safeguarding measures." <sup>16</sup>*

*"Something I quote all the time is, 'I don't think there's ever been a serious case review because of information being shared. There's been many serious case reviews because it hasn't' and that's a point made by Encompass, is, you will not be criticised for sharing more information." <sup>17</sup>*

*"A good example of agencies sharing information readily and efficiently is Operation Encompass, which has been well designed and implemented... Key adults are given training on how to respond effectively. Effective implementation ensures that all professionals are clear about their roles and responsibilities, including information sharing and support to children. Schools ensure that appropriate information is given to parents about the school's involvement with Operation Encompass." <sup>18</sup>*

- Operation Encompass has created an awareness in police officers that the context of domestic abuse incidents must be shared with schools so that school staff can appropriately support children and so that they do not put either adult or child victims at risk or accidentally re-traumatise them.

*"It makes it quite challenging for us to do that next step, if we don't know who the alleged perpetrator is. ...we try and figure out a way of doing it so that we're not making anybody vulnerable." Head Teacher and DSL*

*"Schools recognised that those OE alerts that were too paired down and only included minimal information were less useful in allowing them to support the child. Details of the DVA incident, such as whether the child was present, who the perpetrator was, the nature of the incident, and any outcomes taken by the police or social care, were preferred by schools to help them to tailor their support. School DSLs discussed receiving key relevant information about the DVA incident, such as who the perpetrator was, as necessary to reduce the chance of school staff inadvertently putting the child, or other family members, at risk while trying to provide support." <sup>19</sup>*

<sup>14</sup> Her Majesty's Chief Inspector of Constabulary, Fire and Rescue Services

<sup>15</sup> Domestic Abuse Act Statutory Guidance 2022

<sup>16</sup> Children and Domestic Abuse; is Operation Encompass an effective early intervention safeguarding measure in Hampshire? Laura Barclay

<sup>17</sup> Police Operation Encompass Lead


<sup>18</sup> Ofsted

<sup>19</sup> Southampton University Dr Sara Morgan Dr Maddy Greville-Harris


- The accuracy of the information shared with schools as part of the context in the notification means that the school can support in confidence, not relying on the 'school gate' information sharing or a parental possibly biased description.

*"A strength of an OE notification is that it did not rely on accurate disclosure from the parent or child, and so helped schools to 'get their facts right'. Information provided in an OE notification, that contradicted a parent or child's story, could also provide useful information in understanding the case, and the potential risks for the child"* <sup>20</sup>

*"It gives us a bit more accuracy to work with, because some of the information that parents share is either misleading or not completely accurate of what happened; and some of the information the children share is their perception of what happened and not a true reflection of actually what occurred. So just provides us a bit more detail to be able to work just that little bit more effectively and efficiently... to make an appropriate decision of what to do."* <sup>21</sup>

- Since inception Operation Encompass has raised the issue of, and then reinforced, the need for a trauma informed and trauma responsive approach. Adopting a trauma responsive approach to children experiencing domestic abuse is crucial, enabling support and nurture without retraumatizing either the adult or child victims.
- Operation Encompass has impacted on the data collection for children and the recognition of repeat police attended incidents and the children involved in these incidents. Prior to Operation Encompass there was no recording of the numbers of children present at police attended incidents of domestic abuse. 

*"OE scheme provided useful data on the prevalence of DVA cases where police had been present, providing information on repeat cases. Schools who received repeated OE notifications for one child, could use this information to support the escalation of safeguarding provision for that child and their family."* <sup>22</sup>

- There has been a positive impact upon well-being of frontline attending officers and those who work in safeguarding, addressing what may be termed as 'moral distress', frustration and feelings of inability to take actions to support children present at domestic abuse incidents. 

*"Attending domestics is often the most traumatic in the long term. It is the attendance of these over and over that I find very hard."* <sup>23</sup>

*"The police should adopt a trauma-informed and trauma-responsive approach."* <sup>24</sup>

*"At least when I leave that house, I know that the information shared through Operation Encompass will get to the school and they can help those children. That's a game changer for me"* <sup>25</sup>

20 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

21 Head Teacher and DSL

22 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

23 Frontline police officer

24 Home Office Statutory Guidance to DA ACT

25 Frontline police officer



- Direct communication with the schools which has enabled the building of a positive relationship which can then develop into a two-way conversation.

*"It's opened the lines of communication, they've had something from the police that gives them the sort of green light to phone up and go, 'Could you give me a bit more?' Which I think is good."*<sup>26</sup>

*"It's (Operation Encompass) the best thing that the police have ever given to schools"*<sup>27</sup>

- There has been a positive response from schools whose staff appreciate and acknowledge that supporting children's emotional well-being is a crucial aspect of the work of teachers and other school staff.

*"It isn't a difficult thing to do. It is an important thing to do, but it isn't a difficult thing to do."*<sup>28</sup>

*"Operation Encompass is the biggest positive change in safeguarding in my career"*<sup>29</sup>

*"The role of schools is an important one for children. Teachers see children day to day more than any other service and, therefore, have a good chance of being the universal service that can spot a pattern and initiate a process of de-escalation. Children also learn to socialise with their peers at school, and the school environment can have a big impact on how children understand all sorts of relationships. Schools also have an essential role in educating children about domestic abuse. Education for children about healthy relationships is already part of the curriculum, but it is often not part of the curriculum that is prioritised by schools."*<sup>30</sup>

*"Many schools described building relationships with families over time by extending the hand of support following an alert, to allow family members space to dis-close and offload."*<sup>31</sup>

- Key Adults, Safeguarding Leads and Head Teachers have articulated the importance of Operation Encompass notifications in their ability to safeguard and support the children in their care experiencing domestic abuse.

*"I can't imagine life in school without Operation Encompass now, it's transformational"*<sup>32</sup>

*"A key outcome of the OE scheme was therefore raising awareness and understanding of DVA cases in schools, helping to identify children whose difficulties might otherwise have not have been recognised, and thus encouraging partnership working and further support for the child."*<sup>33</sup>

26 Police Officer

27 Head Teacher

28 Head Teacher and DSL

29 Head Teacher

30 JTAI Domestic Abuse 2017

31 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

32 Head Teacher and Designated Safeguarding Lead

33 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

- Attendance at a Key Adult briefings (face to face and virtual) led by the creators of Operation Encompass or the completion of the National Operation Encompass Online Training has developed the understanding of tens of thousands of DSLs about Domestic Abuse

*"The Gold Standard of training" (Participant)*

*"Excellent. Easy to access, extremely informative and useful. I have learnt a great deal." (Participant)*

*"Very informative course, I have gained so much more knowledge taking part in this course" (Participant)*

*"Outstanding - a really clear and excellent overview of the strategy, partnerships, research, law, literature and vision"*

- Education by Operation Encompass (face to face briefings, virtual or National Operation Encompass Online Training) has enabled tens of thousands of Key Adults to develop their understanding of domestic abuse and through this to be able to more appropriately support both adult and child victims as well as challenging their current views about the demographic of adult victims of Domestic Abuse and the harm caused to children.

*"You don't always realise that it happens in all types for families and that mothers can be perpetrators too"*

*"I found this really informative, helpful and interesting. It really opened my eyes to the prevalence of domestic abuse and how it affects children both physically and emotionally."*

- Whole school staff in thousands of schools have now had training enabling them to understand the impact of Domestic Abuse on children, developing the skills to spot where Domestic Abuse may be happening and the knowledge of how best to offer early intervention support for children

*"School therefore provided a place of physical safety, as well as providing nurture and support which allowed some children, and parents, to feel able to discuss some of their experiences and difficulties following an OE notification." (School Feedback) <sup>34</sup>*

*"Where this child would normally, before any Encompass referral started, would spend the day, you know, violent, getting removed from classes, being in isolation, but [the teacher] intercepted that child straight away ...Got him into a room, discussed it, 'What do you need?' And his needs were around, 'I don't want to go to that history lesson because he winds me up and the mood I'm in, because of what's happened at home, I will just kick off.' They just removed him, he did his work in another class, he was fine, and the day passed peacefully." (School Feedback)*

*"All the school DSLs discussed checking in with the child after receiving an OE alert; the majority also indicated that they also checked in with the parent who had also been a victim of DVA. While there was debate about whether children should be pro-actively informed of the school's knowledge of the DVA incident, many schools discussed how their approach was tailored to the child, and often involved ongoing monitoring and support for the child and their family."* <sup>35</sup>

- Understanding the 'long approach' and that the positive impact of this information sharing is not just on the day after an Operation Encompass notification.

*"We keep a watching brief for about a month to see how they're doing because actually, a child might present okay for the first bit and then actually, it can come out a bit later, so we tend to wait, we keep an eye for about a month to six weeks, usually about half a term. ... It's a kind of a quick reaction but then also a sustained one, because it doesn't always present at the same time. And again, with the parents, they might not present the next day to us, but they might come in a couple of weeks afterwards and say, 'Oh I've been having a really rough time, we've had to move..."* Head Teacher

*"Although the OE notifications involved one-off alerts, these notifications were the first step towards providing ongoing support and relationship-building provided for by schools following DVA."* <sup>36</sup>

## Schools understanding the danger of perpetrators:

*"Schools discussed the importance of providing a safe space for children after OE notifications. Providing safety included the normal safeguarding procedures, as well as placing firm physical boundaries to prevent access to school by perpetrators."* <sup>37</sup>

*"Constantly just being locked up in that space possibly with an abuser that is very, very scary. For a lot of children school is a safe space for them. When I tried to tell someone at school, nothing was done about it but I feel like with Operation Encompass once the teachers know what to do then more children can be helped. Some might feel embarrassed, some might feel scared like I was to talk up about it or protective for their parent because obviously they've seen what some people are capable of and they don't want to say anything."* <sup>38</sup>

35 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

36 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

37 Southampton University Dr Sara Morgan Dr Maddy Greville-Harris

38 Kirsty, Child Victim of Domestic Abuse and Patron for Operation Encompass

## National Free Online CPD Registered Key Adult Training Completed by over 17,000<sup>39</sup>



### Feedback Questionnaire:

Q1: How confident are you in the implementation of Operation Encompass?

**99% confident or very confident**

Q2: Do you have a clear understanding of what to do after an Operation Encompass notification?

**99.8% Yes**

Q3: Text question: 'what are the next steps for you as a school?'

#### Main themes:

- Ensuring the school is signed up to Operation Encompass with the local police force
- Training the other staff and governors about domestic abuse and the impact on children;
- Considering how to respond as a school;
- Ensuring parents know about Operation Encompass

Q4: Would you recommend this course to a colleague?

**99.8% Yes**

Q5: Text optional question: Course Feedback

*"Excellently put together, very informative and has made me more aware of what are the key steps/ stages that go on to help children in need."*

*"Very powerful. Thank you."*

*"An excellent initiative that all schools should be part of."*

*"This course was so easy to access. It was very informative and it was nicely broken up with videos as well as extra reading material."*

*"Fantastic training ! I must say the very end video must be released as a TV campaign. It got Me !"*

*"This has been an excellent course, the documents easy to read and information laid out in short bursts so all could be taken in and remembered. Videos were short and well recorded and information was useful and to the point. Effect was great on visualising how I would respond and change my ways as a teacher if faced with a situation."*

*"Good clear structure. Very relevant Excellent resources. Liked that I could progress at my own pace."*

## Advice and Guidance Line

Operation Encompass has created the first National Free Advice and Guidance Line for teachers so that they can have direct access to advice and support from Educational or Clinical Psychologists.

Creation of this Advice and Guidance Line ensures that teachers feel supported, have someone to talk to and this in turn enables them to better support the children in their care.

There has been an evaluation of the work of the Advice and Guidance Telephone Line. [View »](#)

## The overarching findings of that evaluation are:

- ✓ **All those who called responded positively to the usefulness of the helpline with regards to the impact, change over time and direct effect on the child. There have been no negative comments.**
- ✓ **The quality of the Psychologist appeared to be a key component of this impact in their compassion and level of competence rather than having the call answered by a less experienced professional.**
- ✓ **Advice and Guidance line should become a permanent service for schools.**
- ✓ **Increase the opening times for the helpline for the full day improve advertising & understanding so that all schools are aware of its existence.**

*"Most definitely (would recommend the service), she was fantastic in her response, so many different strategies and what to do with it , helped me feel more confident, allowed me to ring back at any time. As I'm new at the job, it was really useful. I think your service is excellent and something we need"*

*"Would definitely like the helpline to stay in place long term. Would like to still be able to call for advice."*

*"Thank you so, so much, this really does help me... this service needs to continue as it helps me, staff in school...supporting the children."*

## The wider picture:

- Engagement of schools in Operation Encompass has also raised the issue of domestic abuse within the whole school community and beyond.
- It has helped parents to acknowledge that their children do need support and are being harmed by the domestic abuse in the home.
- Parents come will walk in to see school staff saying that they knew that there had been an Operation Encompass call from police to the school and then explaining more about the Domestic Abuse in the home , giving schools that precious opportunity to support the family.
- Parents meeting school staff to report Domestic Abuse even when there has not been a call to the police.

*"Parents are coming in saying, 'I need support,' it's not for the child, mothers will be coming in.... females, predominantly, that I know of saying, 'I need some support, you know that we've had an Encompass, how can you help me?'"* Head Teacher and DSL

- Children have reported the domestic abuse to their teachers whether the police have attended an incident or not.
- Domestic Abuse has been brought out into the open and a clear message to parents that school will support their children and their family.

*"Something happened, the word about Operation Encompass spread and families talked about their positive experiences.*

*People became willing to talk about domestic abuse. Talking gave back the power and control.*

*Previously supported adult victims brought friends, suffering abuse, into school before an Operation Encompass call.*

*Older children were able to say 'We've had an Encompass', they wanted to talk.*

*Attitudes to domestic abuse started to change in our community.*

*All because of an Operation Encompass notification before the start of the next school day."*

*- Head Teacher and DSL*

# The voice of the child

From inception Operation Encompass has given a voice to the often silent victims of domestic abuse, the children. We have enabled these children to be heard. We believe that experiencing domestic abuse is a children's rights issue and we have encouraged and enabled all professionals to seek, hear and act upon the voice of the child.

*"She now feels she can come and talk to somebody when there's a problem and discuss it, and feels happy about that, which I don't think she would have done before. So, it was kind of like an opening for us to talk, and for her to know .... that it's okay to talk and to ask for help, rather than hide it all and not tell anyone. So yes, I think that was a successful one."*  
Head Teacher

*"The OE scheme also facilitated further support seeking and discussion from some children, encouraging trust and openness with key members of staff in school."* DSL

*"Yes, it's a relief. I mean, the older ones particularly, but as I've said, there's a sigh of relief that they can tell me, because they come in and clearly until I've gone to see them, they don't say, they won't say. There's this incredible relief and then they can - it all pours out as if, 'thank goodness I've got that off' you know. Sharing for children these anxieties is hugely beneficial, so it really is a win-win all around in my opinion, and I think it's really an excellent scheme"* School feedback

*"Just making them feel really safe, that maybe the school is their little haven. So at least that child knows, when they're going home that evening and mum and dad are at it again screaming, I've got school tomorrow, they'll know, they'll look after me, that's my six hours of safety."* School Feedback <sup>40</sup>



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