



Ofsted Whistleblowing: Safeguarding complaints about education settings

Ofsted has three categories by which it identifies and directs safeguarding concerns in schools, academies and education settings:

Category 1 Referral to children's social care team in the local authority: The concerns raised have identified that there is a potential immediate risk to a child or children; or risk presented by a family member or person not in a formal position of trust. This can include allegations that a child is living with someone who has a history of harming children; or is being neglected; or is at risk of physical abuse; or is living in a household where there is domestic abuse. It also includes child-on-child sexual abuse

Category 2 Referral to the LADO: The concerns raised have identified allegations of harm or possible harm caused by a person in a position of trust. Such allegations may be about harm to specific children or to children in general with whom the person in a position of trust may come into

Category 3 Referral to the office of the DCS: The concerns raised have identified that a child or children may be suffering or at risk of harm, but that does not fit into either of the above categories. Examples may include child on child bullying, actions of a teacher causing a child to become distressed or that behaviour management approaches in a school are causing emotional harm.

All Category 3 complaints relating to Northumberland are referred by Ofsted to the LSCB Client Relations team who then liaise with the Education Service to prepare a joint response (from the Local Authority and LSCB). This response is documented and is available on the LSCB website: Safeguarding Standards in Northumberland Schools, Academies and Alternative Education Providers.

The Local Authority and LSCB submit an investigation report to Ofsted for the next stage of the process:

If Ofsted do not identify wider concerns about the school we [Ofsted] will write to the complainant informing them that Ofsted will not consider the complaint further. However, we will inform the complainant that we have forwarded this safeguarding concern to you, the appropriate statutory agency.

If you identify any wider school concerns, for example an inadequate safeguarding policy or implementation of policy, then it is essential that you inform us so that we can consider this in relation to Her Majesty's Chief Inspector's functions, particularly his powers to inspect. Depending on the nature of the concerns, we may decide to open a new complaint identifying you as the complainant.

(Ofsted does not share details of the complainant with the school, Chair of Governors or other organisation without explicit permission. We only share a summary of the complaint).

Ofsted does take account of these concerns when preparing for or conducting section 5 and section 8 inspections in schools/academies.

The number of complaints received from Ofsted in Northumberland is increasing. The majority of these complaints are about what the parents/carers perceive to be unresolved bullying issues in school involving their children as victims. It would also appear from our evidence of these cases that parents are choosing not to use the Schools' Complaints Procedure and are going directly to Ofsted.

You are therefore encouraged to use the Local Authority's support services when appropriate (see below) or contact key officers:

- **Carol Leckie** is the Education Service's safeguarding standards in schools manager and can be contacted for advice and guidance on 01670 622720
- **Saira Park** is the LSCB Safeguarding & LAC Quality Assurance Officer & NSCB Development Officer who can also be contacted for advice and guidance where there are safeguarding issues to resolve, on 01670 623980
- You can also access comprehensive guidance and information regarding safeguarding and schools on the **LSCB's schools' website page** at <http://www.northumberland.gov.uk/default.aspx?page=16647>



Locality Inclusion Support Team

Education Psychology, Literacy Support, Behaviour Support, ASD, Speech and Language Therapy, Inclusion Support, Education Welfare

West 01670 623414 North 01670 624802 Central 01670 624807 South East 01670 624813

Early Help Assessment

Co-ordination of early help and family support (replacement for the CAF)

Contact the LIST for your area if guidance is needed

Pupil Referral Unit

Short stay targeted provision for Year 3 to Year 9 pupils

Tom Dexter (Headteacher) 01670 514963

Children and Young People's Service (CYPS, formerly CAMHS)

For mental health needs eg ADHD, autistic spectrum disorder

01670 394800

SEND Commissioning and Quality Assurance Team

Referral for SEND support/top up funding or statutory assessment (EHCP)

Stephanie Norwood 01670 622759

Targeted Adolescent Services

Preventative support/intervention ages 8 to 17, risks include aggressive behaviour, family conflict/domestic violence, truancy/exclusion, substance misuse, negative peer associations

Targeted support panel (anti-social behaviour) 01670 852225

Education Other than at School (EOTAS)

To arrange managed moves, alternative provision, elective home education, children missing from education, education for pupils with medical needs, permanent exclusion

Chris Farley (Team Manager) 01670 624184

Cathy Davis 01670 624183 Jill Varney 01670 624187

Children's Social Care Locality Teams

Safeguarding concerns

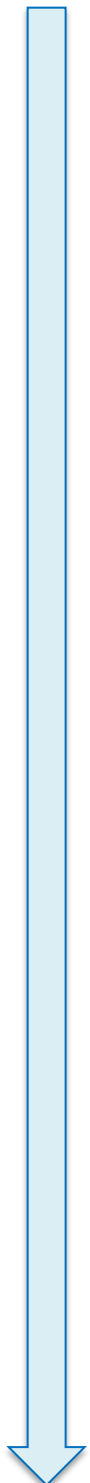
All listed on page 2 of this guidance

Supporting Families (aka Troubled Families)

Where there is a need for intensive family intervention

Jennifer Middlemiss 01670 629286

Early
intervention



Specialist
services

Children's Social Care Locality Teams

Children's Social Care Locality Teams Office	Address	Team Manager	Opening Hours	Contacts
Alnwick	10 Bailiffgate Alnwick NE66 1LU	Marie Johnson	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01665 626830 0845 600 5252 (out of hours) marie.johnson@northumberland.gov.uk
Ashington	South View Ashington NE63 0SF	Susan Priest – LT1 Janice Rainey – LT2 Dawn Reed – LT3	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01670 629200 0845 600 5252 (out of hours) susan.priest@northumberland.gov.uk janice.rainey@northumberland.gov.uk Dawn.Reed@northumberland.gov.uk
Berwick	Walkergate Berwick Upon Tweed TD15 1DB	Liz Spratt	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01289 334000 0845 600 5252 (out of hours) elizabeth.spratt@northumberland.gov.uk
Blyth	Compass House 68 Bridge Street Blyth NE24 2BA	Laura Meredith Katie Scovell	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01670 354316 0845 600 5252 (out of hours) laura.meredith@northumberland.gov.uk Katie.scovell@northumberland.gov.uk
Cramlington	Civic Precinct Forum Way Cramlington NE23 6SH	Sue Williams Sue Thornton	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01670 712925 0845 600 5252 (out of hours) sue.williams@northumberland.gov.uk sue.thornton@northumberland.gov.uk
Hexham	St. Matthews House Haugh Lane Industrial Estate Hexham NE46 3PU	Trish Murphy	8.30am – 5pm (Mon to Thurs) 8.30am – 4.30pm (Fri)	01434 603582 0845 600 5252 (out of hours) trish.murphy@northumberland.gov.uk