

# Oakmere Community College

## Monitoring visit report

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**Unique reference number:** 53705

**Name of lead inspector:** Margaret Hobson HMI

**Last day of inspection:** 27 September 2013

**Type of provider:** Independent learning provider

**Address:** Oakmere House  
Cherry Lane  
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Liverpool  
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## Monitoring Visit: Main Findings

### Context and focus of visit

The last full inspection of Oakmere Community College took place in March 2012 when inspectors judged the provider to have outstanding arrangements in place for safeguarding its learners. A formal complaint about bullying was made initially to the Department for Business Innovation and Skills and then referred to Ofsted. As a result, Ofsted initiated an unannounced monitoring visit on 10 September 2013. One of Her Majesty's Inspectors carried out the visit and reviewed the progress made by the provider against the issues raised by the complaint. A follow-up visit was made on 27 September to review additional evidence.

### Theme

**What progress has been made in ensuring that the provider maintains a consistently rigorous approach to taking actions in relation to safeguarding issues and complaints?**

**Reasonable  
progress**

Oakmere's safeguarding structure was revised in May 2013 following the appointment of a new chief executive, and as part of a staffing restructure. A new safeguarding manager and officer are now in place. More recently the team has been strengthened by additional team members, which include a board member. The safeguarding manager and officer maintain a high profile within the organisation through weekly visits to each department. Safeguarding team meetings now take place with clear and specific actions identified. Learners interviewed showed confident understanding of the procedures and how to make a complaint. They reported that staff deal with bullying appropriately.

Safeguarding and complaint records since the last inspection are inconsistent in quality and completion. However, recent successful actions have been taken to improve the consistency in the quality of recording and the tracking of cases. A recently introduced front sheet ensures more specific tracking and enables effective monitoring. The safeguarding manager now manages complaints. The college is developing a staff safeguarding handbook that outlines the revised processes, definitions and responsibilities. A training day is planned for October 2013 to promote staff's understanding of safeguarding and complaints. The chief executive and safeguarding manager are aware of the need to strengthen the process further through enhanced monitoring of those learners considered at risk. Plans are in place for a senior manager to carry out three-monthly quality reviews of the process.

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