



Pennine View School, Doncaster

Pennine View School
Achieves Clearer Case
Management in a
Specialist Setting with
CPOMS Cases and Forms

ABOUT PENNINE VIEW SCHOOL, DONCASTER, A PART OF NEXUS MAT

Pennine View School is a Moderate Learning Difficulties provision in Conisbrough, Doncaster, supporting pupils who have additional needs, including social, emotional and mental health (SEMH) assistance, across Years 3 to 11.

At Pennine View School, safeguarding is not viewed simply as a compliance requirement but a core responsibility that underpins every decision made within the school.

As Claire Quarmby, DSL and Early Help Lead, explains, “Every child should be safeguarded, kept safe and have their needs met.”

A team of approximately 60 people supports 159 pupils on roll, alongside 13 students placed offsite for SEMH provision. The safeguarding landscape at Pennine View School is complex and requires careful oversight, particularly given the additional vulnerabilities of many pupils.

Sarah Bailey, Data Manager, works closely with Claire to help ensure safeguarding data is accurate, accessible and actionable. Prior to introducing Premium Cases and Forms within CPOMS StudentSafe™, the school was recording incidents effectively but managing case progression presented challenges. As safeguarding referrals increased, including Early Help processes and ADHD pathway referrals, the need for clearer case ownership and structured tracking became more pressing.

Pennine View required a system that would not only record concerns but actively support the management of safeguarding workflows from start to resolution.

THE CHALLENGE

Pennine View School had successfully implemented StudentSafe as a centralised system for documenting concerns, building chronologies, protecting data and intervening earlier. However, with the complexity of specialist cases, staff found themselves manually navigating through linked entries.

Claire described the process, “Everything was there, but you were scrolling through links to cases. You had to go back through entries and check you hadn’t missed something.”

Key challenges included:

- Scrolling through multiple linked entries to follow one case thread
- Difficulty maintaining clear oversight of Early Help and referral pathways
- Risk of missing actions or follow ups
- Limited structured task management
- Helping ensure all relevant staff were involved in complex cases

While no information was technically lost, the time required to monitor cases created pressure. In a setting supporting vulnerable learners, even a small oversight could have significant consequences.

The safeguarding team needed a clearer framework for tracking referrals, monitoring deadlines and assigning accountability. The solution was an added feature called: Cases and Forms.

HOW CPOMS HELPED

The introduction of Cases and Forms alongside StudentSafe brought structure to safeguarding case management.

Cases could now be formally opened, tracked and progressed within a single, contained framework. Early Help referrals, ADHD pathway assessments and broader safeguarding concerns were all managed through structured case workflows.

One of the most valuable features has been task management within cases. Instead of relying on memory or paper systems, actions can be assigned with deadlines and automated reminders.

Claire adds, “Setting tasks is brilliant. It’s not ten million pieces of paper. You can set a deadline and CPOMS prompts you when the deadline is approaching.”

This has significantly reduced administrative burden and improved accountability. Tasks remain visible until completed, helping ensure no action is forgotten.

“Tracking safeguarding cases means we can lead on Early Help and referrals and make sure they are all in one place. All the information is there.”

Claire Quarmby
DSL, Early Help Lead

Additional benefits include:

- Documents attached directly to case entries
- All supporting evidence stored within the case view
- The ability to create bespoke forms tailored to Pennine View’s intervention and referral processes

The safeguarding team has also engaged with CPOMS Knowledge Base articles and training videos to strengthen internal expertise and help ensure correct usage of features.

THE RESULTS

The transition to add Premium Cases and Forms to StudentSafe has given Pennine View School greater confidence in safeguarding oversight.

Claire manages active cases directly, with staff contributing through entries. While some staff initially perceived case workflows as an additional step, the school is gradually rolling out structured forms to enable teachers to initiate intervention referrals more independently.

The intervention team continues to track therapeutic input through other systems, but the intention is to centralise safeguarding related referrals within StudentSafe to provide one clear audit trail.

Key outcomes include:

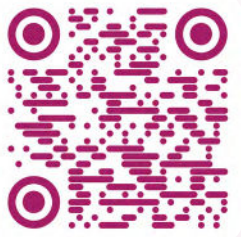
- Clear case ownership
- Improved visibility of safeguarding timelines
- Reduced risk of missed follow ups
- Consolidated documentation within a single case
- Significant time savings

Claire noted the reassurance this provides, “Everything is together. Documents can be added to the case. It’s all there when you need it.”

The pressure of manually tracking actions has been reduced. Safeguarding processes are more transparent, deadlines are clearer and referral pathways are easier to evidence.

Most importantly, the system now aligns fully with the school’s safeguarding mission. By structuring case management and helping ensure referrals are tracked to completion, Pennine View School can demonstrate that every child’s needs are actively monitored and progressed.

In a specialist Moderate Learning Difficulties provision where safeguarding complexity is high, that structure provides clarity, accountability and peace of mind.



For more information on how CPOMS software can help your setting enhance safeguarding processes and information sharing capabilities, request a personalised demonstration.

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