



# **Allegations / Concerns Policy in relation to adults**

(Safeguarding concerns or allegations made against staff, including supply teachers, volunteers and contractors)

This Policy should be read in conjunction with the Trust's Safeguarding / Child Protection Policy

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## 1. Introduction

Peterborough Diocese Education Trust (PDET) (the / our Trust) is **committed to safeguarding and promoting the welfare of all children within the Trust** and our *Safeguarding / Child Protection Policy (Safeguarding Policy)* sets out how we, including each of the individual schools (the / our School) fulfil this commitment. This Policy for dealing with safeguarding concerns or allegations about staff (including supply teachers, volunteers and contractors) has been developed as part of this commitment.

This policy is based on the Statutory guidance: Keeping Children Safe in Education 2025 (**KCSIE**), in particular **Part four** and sets out how safeguarding concerns or allegations against those working in or on behalf of schools in a paid or unpaid capacity, i.e. members of staff, including supply teachers, volunteers and contractors will be dealt with in our Trust.

Any concerns / allegations raised must be dealt with in accordance with the procedures laid out in this policy and **Part four of KCSIE**. Reference should also be made to the *Safeguarding Policy*, as appropriate.

Any reference in this policy to 'Headteacher' includes Principal, Head of School and / or Executive Head as appropriate.

## 2. Levels of Allegation / Concern

**Part four of KCSIE** provides for two levels of concerns and allegations:

- Concerns / allegations that **may** meet the harm threshold
- Concerns / allegations that **do not** meet the harm threshold – referred to in **KCSIE** and this policy as 'low-level concerns'.

## 3. Concerns or Allegations that may Meet the Harm Threshold

This part of the policy is about managing cases of concerns / allegations that might indicate a person would pose a risk of harm if they continue to work in their present position, or in any capacity with children in a school. In this part of the policy (section 3) reference is made to '**allegation**' for ease.

The principles and procedures set out in **Part four of KCSIE** and below should always be followed where it is alleged that anyone working in the school, including supply teachers, volunteers and contractors has:

- **Behaved in a way that has harmed a child, or may have harmed a child; and / or**
- **Possibly committed a criminal offence against or related to a child; and / or**
- **Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and / or**
- **Behaved or may have behaved in a way that indicates they may not be suitable to work with children.**

The last bullet point above includes behaviour that may have happened outside of school, that might make an individual unsuitable to work with children, this is known as transferable risk.

Where appropriate an assessment of transferable risk to children with whom the person works should

be undertaken. If in doubt advice should be sought from the local authority designated officer (LADO).

All allegations should be reported as stated below and this should be done without delay.

A “case manager” will lead any investigation. This will be either the headteacher, or, where the headteacher is the subject of an allegation, a member of the Central Executive Team (CET).

### 3.1 The Initial Response to an Allegation

Where the school identifies a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they should contact local authority children’s social care and as appropriate the police **immediately** as per the processes explained in the *Safeguarding Policy*.

There are two aspects to consider when an allegation is made:

- **Looking after the welfare of the child** – the DSL (or DDSL) is responsible for ensuring that the child is not at risk and referring cases of suspected abuse to the local authority children’s social care as described in the *Safeguarding Policy*
- **Investigating and supporting the person subject to the allegation** – the case manager should discuss with the LADO, the nature, content and context of the allegation, and agree a course of action.

When dealing with allegations, the school should:

- Apply common sense and judgement
- Deal with allegations quickly, fairly and consistently and
- Provide effective protection for the child and support the person subject to the allegation.

Schools should also ensure they understand the local authority arrangements for managing allegations, including the contact details and what information the LADO will require when an allegation is made. *See appendix for the LADO referral process for Northamptonshire.*

### 3.2 Process

#### 3.2.1 Those Receiving the Allegation

##### ***Individual Staff / Volunteers / Other Adults who receive the concern / allegation***

- Write a dated and timed note of what has been disclosed or noticed, said or done
- Report immediately to the Headteacher
- Pass on a written record to the Headteacher
- If the allegation concerns the conduct of the Headteacher, report immediately to the CET and pass on the written record. (If there is difficulty reporting to the CET, contact the local authority Designated Officer (LADO) (see *appendix 1* for referral process for Northamptonshire) as soon as possible or, if unavailable, contact the Multi Agency Safeguarding Hub (MASH) on the same day).

##### ***Headteacher (case manager unless allegation / concern is about the Headteacher)***

- If there is no written record, write a dated and timed note of what has been disclosed or noticed, said, or done
- Before contacting the LADO, the Headteacher should conduct basic enquiries in line with local

procedures to establish the facts and to help them determine whether there is any foundation to the allegation, being careful not to jeopardise any future police investigation. For example whether:

- the individual was in school at the time of the allegation
- the individual did, or could have, come into contact with the child
- there were any witnesses and
- there is any CCTV footage

These are just a sample of example questions.

- Before taking further action notify and seek advice from the LADO or, if unavailable, the MASH on the same day. The Headteacher should be familiar with what initial information the LADO will require. This information can be found in local policy and procedural guidance provided by the LADO service ([NSCP procedures – Section 1](#)). The Headteacher may be asked to clarify details or the circumstances of the allegation, but this must not amount to an investigation
- Report to the MASH (and Ofsted) if the LADO so advises or if circumstances require a referral
- When to inform the individual of the allegation should be considered carefully on a case-by-case basis, with guidance as required from the LADO, and if appropriate local authority children’s social care and the police
- Follow all procedures, as applicable, laid out in **Part four of KCSIE** and set out below.
- Notify CET using the appropriate form ([Form 1](#) & [Form 2](#))

**Central Executive Team** (*only relevant in the case of an allegation against the Headteacher, in which case a member of the CET will be the **case manager***)

- If there is no written record, write a dated and timed note of what has been disclosed or noticed, said, or done
- Before contacting the LADO, the member of the CET should conduct basic enquiries in line with local procedures to establish the facts to help them determine whether there is any foundation to the allegation, being careful not to jeopardise any future police investigation. For example whether:
  - the individual was in school at the time of the allegation
  - the individual did, or could have, come into contact with the child
  - there were any witnesses and
  - there is any CCTV footage

These are just a sample of example questions.
- Before taking further action, notify and seek advice from the LADO or, if unavailable, the MASH on the same day. The member of the CET should be familiar with what initial information the LADO will require. This information can be found in local policy and procedural guidance provided by the LADO service ([NSCP procedures – Section 1](#)). They may be asked to clarify details or the circumstances of the allegation, but this must not amount to an investigation
- Report to the MASH (and Ofsted) if the LADO so advises or if circumstances require a referral
- When to inform the individual of the allegation should be considered carefully on a case-by-case basis, with guidance as required from the LADO, and if appropriate children’s social care and the police
- Follow all procedures, as applicable, laid out in **Part four of KCSIE** and set out below.

### 3.2.2 Case Manager

If there is cause to suspect a child is suffering, or is likely to suffer significant harm, a strategy discussion involving the police and / or local authority children’s social care will be convened in accordance with the statutory guidance [Working Together to Safeguard Children](#). If the allegation is about physical contact, for example restraint, the strategy discussion or initial evaluation with the LADO should take into account that teachers and other school staff are entitled to use reasonable force to control or

restrain children in certain circumstances, including dealing with disruptive behaviour. Further information about the [use of reasonable force](#) can be found at paragraphs 163-165 in Part Two of *KCSIE*, on [GOV.UK](#) and in the *Trust's Physical Intervention Policy*.

Where the case manager is concerned about the welfare of other children in the community or the member of staff's family, they should discuss these concerns with the DSL (or DDSL) and make a risk assessment of the situation. It may be necessary for the DSL to make a referral to local authority children's social care.

Where it is clear that an investigation by the police or local authority children's social care is unnecessary, or the strategy discussion or initial assessment decides that is the case, the LADO should discuss the next steps with the case manager.

***Outcomes of Initial Discussions*** (for details in relation to outcomes of allegations – see section below on 'Allegation outcomes').

### **No further action**

Where the initial discussion leads to no further action, the case manager and the LADO should:

- Record the decision and justification for it, and
- Agree on what information should be put in writing to the individual concerned and by whom.

### **Further enquiries**

Where further enquiries are required to enable a decision about how to proceed, the LADO and case manager should discuss how and by whom the investigation will be undertaken. The LADO will provide advice and guidance to the school when considering allegations against adults working with children. The LADO's role is not to investigate the allegation, but to ensure that an appropriate investigation is carried out, whether that is by the police, local authority children's social care, the school, or a combination of these. In straightforward cases, the investigation should normally be undertaken by a senior member of the school's staff.

Where there is a lack of appropriate resource within the school, or the nature or complexity of the allegation requires it, the allegation will require an independent investigator. Schools should ensure they secure the services of a person who is independent of the school and should speak to the CET if this situation arises.

### **Monitoring progress**

The case manager should monitor the progress of cases to ensure that they are dealt with as quickly as possible in a thorough and fair process.

### **Reviews**

**First review** - wherever possible this should take place no later than four weeks after the initial assessment.

**Subsequent reviews** – the dates for these should ideally be at fortnightly (and no longer than monthly) intervals and should be set at the review meeting if the investigation continues.

### 3.3 Supply Teachers and All Contracted Staff

In some circumstances schools will have to consider an allegation against an individual not directly employed by them, where its disciplinary procedures do not fully apply because agencies will have their own policies and procedures; for example, supply teachers or contracted staff provided by an employment agency or business.

Whilst schools are not the employer of supply teachers, they should ensure allegations are dealt with properly. **In no circumstances** should a school decide to cease to use a supply teacher due to safeguarding concerns, without finding out the facts and liaising with the LADO to determine a suitable outcome. The Headteacher and CET should discuss with the supply agency or agencies where the supply teacher is working across a number of schools, whether it is appropriate to suspend the supply teacher, or redeploy them to another part of the School or Trust, whilst they carry out their investigation.

Agencies should be fully involved and co-operate with any enquiries from the LADO, police and / or local authority children's social care. The school will usually take the lead because agencies do not have direct access to children or other school staff, so they will not be able to collect the facts when an allegation is made, nor do they have all the relevant information required by the LADO as part of the referral process. Supply teachers, whilst not employed by the school, are under the supervision, direction and control of the Trust when working in the school. They should be advised to contact their trade union representative if they have one, or a colleague for support. The allegations management meeting which is often arranged by the LADO should address issues such as information sharing, to ensure that any previous concerns or allegations known to the agency or agencies are considered by the school during the investigation.

When using a supply agency, the school should inform the agency of the process for managing allegations but also take account of the agency's policies and the duty placed on agencies to refer to the DBS as personnel suppliers. This should include inviting the agency's human resource manager or equivalent to meetings and keeping them up to date with information about its policies.

### 3.4 Organisations or Individuals Using School Premises

Schools may receive an allegation relating to an incident that happened when an individual or organisation was using their school premises for the purposes of running activities for children (for example community groups, sports associations, or service providers that run extra-curricular activities). As with any safeguarding allegation, schools should follow their safeguarding policies and procedures, including informing the LADO.

### 3.5 Directors / School Forum Representatives

If an allegation is made against a director / School Forum representative, the School / Trust should follow the procedures in this policy (save that an allegation against a director will be dealt with by the Chair of the Board, and if the allegation is about the Chair, it will be dealt with by the Vice Chair).

Where an allegation is substantiated: if it is about a director, the directors should follow the procedures to consider removing the director from office; if it is about a School Forum representative, the Headteacher, in conjunction with the CET, should consider removing the School Forum Representative from the School Forum

### 3.6 Suspension

Suspension should not be an automatic response when an allegation is reported. All options to avoid suspension should be considered prior to taking that step. The case manager **must** consider carefully whether the circumstances warrant suspension from contact with children at the school, until the allegation is resolved. It should be considered only in cases where there is cause to suspect a child or other children at the school is / are at risk of harm, or the case is so serious that there might be grounds for dismissal. If in doubt, the case manager should seek views from the Trust's Head of HR and the LADO, as well as the police and local authority children's social care where they have been involved.

Where a school is made aware that the Secretary of State has made an interim prohibition order, in respect of an individual who works at a school, they should take immediate action to ensure the individual does not carry out work in contravention of the order. This means that pending the findings of the Teaching Regulation Agency (TRA) investigation, the individual **must not** carry out teaching work. The Trust has clear policies on pay arrangements whilst the person is suspended or where there is an interim prohibition order in place.

In many cases, an inquiry can be resolved quickly and without the need for suspension. The Trust will decide on whether the individual should continue to work at the school, based on consultation with the LADO who will provide relevant information received from the police or local authority children's social care on whether they have any objections to the member of staff continuing to work during the investigation of the case.

Based on advice from the Trust's Head of HR and / or a risk analysis drawn up with the LADO, the following alternatives should be considered by the case manager before suspending a member of staff:

- Redeployment within the School / Trust so that the individual does not have direct contact with the child or children concerned
- Providing an assistant to be present when the individual has contact with children
- Redeploying to alternative work in the School / Trust so the individual does not have unsupervised access to children
- Moving the child or children to classes where they will not come into contact with the member of staff, but this decision should only be made if it is in the best interests of the child or children concerned and takes account of their views. It should be made clear that this is not a punishment and parents / carers have been consulted, or
- Temporarily redeploying the member of staff to another role in a different location, for example to an alternative school within the Trust or where available, other work for the Trust.

These alternatives allow time for an informed decision regarding the suspension, this will, however, depend upon the nature of the allegation. The case manager should consider the potential permanent professional reputational damage to employees that can result from suspension where an allegation is later found to be unfounded, unsubstantiated, malicious, or false.

If immediate suspension is considered necessary, the case manager should record the rationale and justification for such a course of action. This should also include what alternatives to suspension have been considered and why they were rejected.

Where it has been deemed appropriate to suspend the person, written confirmation should be given within one working day, giving as much detail as appropriate for the reasons for the suspension. It is not

acceptable for an employer to leave a person who has been suspended without any support. The person should be informed at the point of their suspension who their named contact is within the Trust and provided with their contact details.

Local authority children's social care or the police may give their view to the LADO but they cannot require the case manager to suspend a member of staff or remove a volunteer, although the case manager should give appropriate weight to their views.

The power to suspend is vested in the Trust, who are the employers. However, where a strategy discussion, or initial assessment, concludes that there should be enquiries by local authority children's social care, and / or an investigation by the police, the LADO should canvass police and local authority children's social care for views about whether the accused member of staff should be suspended from contact with children. Police involvement does not make it mandatory to suspend a member of staff; this decision should be taken on a case-by-case basis having undertaken a risk assessment about whether the person poses a risk of harm to children.

### 3.7 Supporting those Involved

#### Duty of Care

The welfare of a child is paramount (how children should be protected and supported is set out throughout *KCSIE*) and this will be the prime concern in terms of investigating an allegation against a person in a position of trust. However, when an allegation or safeguarding concern is being investigated it is likely to be a very stressful experience for the adult subject to the investigation, and potentially for their family members. It is important that an employer offers appropriate welfare support at such a time and recognises the sensitivity of the situation. Information is confidential and should not ordinarily be shared with other staff or with children or parents / carers who are not directly involved in the investigation.

Employers have a duty of care to their employees. Therefore, the case manager should:

- Manage and minimise the stress caused by the allegation
- Inform the individual as soon as possible, explaining the likely course of action, guided by the LADO, and the police where necessary
- Advise the individual to contact their trade union representative, or a colleague for support
- Appoint a named representative to keep the person informed about the progress of the case
- Provide access to counselling or medical advice where appropriate and,
- Not prevent social contact with work colleagues and friends, when staff are suspended, unless there is evidence to suggest this may prejudice the gathering of evidence.

Parents or carers of the child or children involved should be:

- Formally told about the allegation as soon as possible. The case manager should consult the LADO and where involved local authority children's social care and / or the police on what information can be disclosed
- Kept informed about the progress of the case, only in relation to their child - no information can be shared regarding the staff member, and

- Made aware of the requirement to maintain confidentiality and unwanted publicity about any allegations made against teachers in schools whilst investigations are in progress as set out in section 141F of the Education Act 2002.

### 3.8 Confidentiality and Information Sharing

In an allegations management meeting or during the initial assessment of the case, the agencies involved should share all relevant information they have about the person who is the subject of the allegation, and about the alleged victim. *For details on information sharing - see Safeguarding Policy.*

Where the police are involved, wherever possible the school should ask the police to obtain consent from the individuals involved to share their statements and evidence for use in the employer's disciplinary process. This should be done as their investigation proceeds and will enable the police to share relevant information without delaying the conclusion of their investigation or any court case.

Local authority children's social care should adopt a similar procedure when making enquiries to determine whether the child or children named in the allegation are in need of protection or services, so that any information obtained in the course of those enquiries which is relevant to a disciplinary case can be passed to the employer without delay.

The school **must** make every effort to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered. The Education Act 2011 amended the Education Act 2002, to introduce reporting restrictions. These provisions made it an offence (except in the limited circumstance expressly permitted by the legislation), for any person to publish any material that may lead to the identification of a teacher in a school who has been accused by, or on behalf of, a child from the same school (where that identification would identify the teacher as the subject of the allegation).

The reporting restrictions apply until:

- The point that the accused person is charged with a relevant offence, or
- The Secretary of State or the General Teaching Council for Wales publishes information about an investigation or decision in a disciplinary case arising from the allegation.

The reporting restrictions are disapplied if the individual to whom the restrictions apply effectively waives their right to anonymity by going public themselves or by giving their written consent for another to do so or if a court lifts the reporting restrictions in response to a request to do so.

The legislation prevents the "publication" of material by any person that may lead to the identification of the teacher who is the subject of the allegation. "Publication" includes "any speech, writing, relevant programme or other communication in whatever form, which is addressed to the public at large or any section of the public." This means that a parent who, for example, published details of the allegation on a social networking site would be in breach of the reporting restrictions (if what was published could lead to the identification of the teacher by members of the public). In circumstances where schools need to make parents / carers aware about an allegation, they should make parents / carers and others aware that there are restrictions on publishing information.

In accordance with the [Authorised Professional Practice published by the College of Policing](#) in May 2017, the police will not normally provide any information to the press or media that might identify an individual who is under investigation, unless and until the person is charged with a criminal offence. In

exceptional cases where the police wish to depart from that rule, for example an appeal to trace a suspect, they **must** apply to a magistrates' court to request that reporting restrictions be lifted.

The case manager should take advice from the LADO, the police and local authority children's social care to agree the following:

- Who needs to know and exactly what information can be shared
- How to manage speculation, leaks and gossip
- What, if any, information can be reasonably given to the wider community to reduce speculation and
- How to manage press interest if, and when, it should arise.

### 3.9 Allegation Outcomes

#### 3.9.1 The definitions that should be used when schools determine the outcome of an allegation are set out below.

- **Substantiated:** there is sufficient evidence to prove the allegation
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive or cause harm to the person subject of the allegation
- **False:** there is sufficient evidence to disprove the allegation
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence, or
- **Unfounded:** to reflect cases where there is no evidence or proper basis which supports the allegation being made.

Ultimately the options open to the school depend on the nature and circumstances of the allegation and the evidence and information available. This will range from taking no further action, to dismissal or a decision not to use the person's services in future.

#### 3.9.2 Following a Substantiated Allegation

If the allegation is substantiated and:

- The person is dismissed; resigns, or otherwise ceases to provide their services, or
  - The employer ceases to use the person's services
- in the case of a member of teaching staff the case manager **must** consider whether to refer the matter to the TRA to consider whether the individual should be prohibited from teaching (*see paragraphs 354 and 355 of KCSIE* for further information).

There is a **legal requirement** for employers to make a referral to the DBS where they consider an individual has engaged in conduct that harmed (or is likely to harm) a child; or if a person otherwise poses a risk of harm to a child (*see paragraph 351 of KCSIE* for further information).

#### 3.9.3 Following a Criminal Investigation or a Prosecution

The police should inform the LADO and the employer immediately when:

- A criminal investigation and any subsequent trial are complete
- It is decided to close an investigation without charge, or

- It is decided not to continue to prosecute after the person has been charged.

In those circumstances, during the joint assessment meeting the LADO should discuss with the case manager whether any further action, including disciplinary action, is appropriate and, if so, how to proceed. The information provided by the police and / or local authority children's social care should also inform that decision. The options will depend on the circumstances of the case and the consideration should take into account the result of the police investigation or the trial, as well as the different standard of proof required in disciplinary and criminal proceedings.

#### **3.9.4 Unsubstantiated, Unfounded, False or Malicious Allegations**

If an allegation is determined to be unsubstantiated, unfounded, false or malicious, the LADO and the case manager should consider whether the child and / or the person who has made the allegation is in need of help or may have been abused by someone else and this was a cry for help. In such circumstances, a referral to local authority children's social care may be appropriate.

If an allegation is shown to be deliberately invented or malicious, the school should consider whether any disciplinary action is appropriate against the individual who made it as per their own behaviour policy or Adult Code of Conduct, as appropriate.

#### **3.10 Returning to Work**

Where it is decided on the conclusion of a case that a person who has been suspended can return to work, the case manager should consider how best to facilitate that. Guidance and advice are usually provided via HR or the LADO. Most people will benefit from some help and support to return to work after a stressful experience. Depending on the individual's circumstances, a phased return and / or the provision of a mentor to provide assistance and support in the short term may be appropriate. The case manager should also consider how the person's contact with the child or children who made the allegation can best be managed if they are still attending the school.

#### **3.11 Managing the Situation and Exit Arrangements**

##### **Resignations and 'Settlement Agreements'**

'Settlement agreements' (sometimes referred to as compromise agreements), by which a person agrees to resign if the employer agrees not to pursue disciplinary action and both parties agree a form of words to be used in any future reference, should **not** be used, where there are allegations that indicate the person is a risk or poses a risk of harm to children or deemed not suitable to work with children. Such an agreement will not prevent a thorough police and / or school investigation where that is appropriate.

The school should not cease their investigations if the person leaves, resigns or ceases to provide their services. It is important that every effort is made to reach a conclusion in all cases of allegations with a bearing on the safety or welfare of children, including any in which the person concerned refuses to cooperate.

Wherever possible, the accused should be given full opportunity to answer the allegation and make representations about it. The process of recording the allegation and any supporting evidence and reaching a judgement about whether it can be substantiated or otherwise on the basis of all the information available, should continue even if the accused does not cooperate. It may be difficult to reach a conclusion in those circumstances, and it may not be possible to apply any disciplinary sanctions if a person's period of notice expires before the process is complete, but it is important to reach and

record an outcome wherever possible. The person concerned should be notified of the conclusion of the allegations and sanctions that might be posed.

Other than where allegations are false, malicious, unsubstantiated, or unfounded, the outcome should be made clear when providing references to prospective employers. This is particularly important where the person moves into another position involving working with children.

It is not appropriate to reach a settlement / compromise agreement if the person subject to the allegation resigns or their services cease to be used. However, in limited circumstances schools sometimes use settlement agreements to end the employment relationship on agreed terms, but not where there is an allegation that the individual poses a risk to children.

Where a settlement / compromise agreement is used, the school should not let it prevent them from:

- Fulfilling their legal duty to refer cases to the DBS where the referral criteria are met – *see paragraph 351 of KCSIE*. Non-compliance with this duty is a criminal offence, or
- Providing a reference to potential employers when requested, or
- Considering whether to make a referral to the TRA where the criteria are met - *see paragraph 354 of KCSIE*.

### 3.12 Record Keeping

Details of allegations following an investigation that are found to have been malicious or false should be removed from personnel records unless the individual gives their consent for retention of the information. However, for all other allegations, i.e. substantiated, unfounded and unsubstantiated it is important that the following information is kept on the file of the person accused:

- A clear and comprehensive summary of the allegation
- Details of how the allegation was followed up and resolved
- A note of any action taken, decisions reached, and the outcome i.e. Substantiated, Unfounded or Unsubstantiated
- A copy provided to the person concerned, where agreed by local authority children's social care or the police and
- A declaration on whether the information will be referred to in any future reference.

The purpose of the record is to enable accurate information to be given in response to any future request for a reference. It will provide clarification in cases where future DBS checks reveal information from the police about an allegation that did not result in a criminal conviction and it will help to prevent unnecessary re-investigation if, as sometimes happens, an allegation re-surfaces after a period of time.

All other records should be retained at least until the accused has reached normal pension age or for a period of 10 years from the date of the allegation if that is longer. The Information Commissioner has published guidance on employment records in its [Employment Practices Code](#) and supplementary guidance, which provides some practical advice on record retention.

### 3.13 References

Cases in which an allegation was found to be false, unfounded, unsubstantiated or malicious should **not** be included in employer references. Any repeated concerns or allegations which have all been found to be false, unfounded, unsubstantiated or malicious should also not be included in any reference. See paragraphs 226 - 228 of *KCSIE* for further information on references.

Substantiated safeguarding allegations that meet the harm threshold **should** be included in references, provided that the information is factual and does not include opinions.

### 3.14 Learning Lessons

Throughout the process in handling allegations and at conclusion of a case in which an allegation is substantiated, the LADO should review the circumstances of the case with the case manager to determine whether there are any improvements to be made to the school's procedures to help prevent similar events in the future. This should include issues arising from any decision to suspend the member of staff, the duration of the suspension and, whether or not suspension was justified. Lessons should also be learnt from the use of suspension when the individual is subsequently reinstated. The LADO and case manager should consider how future investigations of a similar nature could be carried out without suspending the individual.

For all other cases, where the allegation concluded to be either, unfounded, false, malicious or unsubstantiated the case manager (and if they have been involved the LADO) should consider the facts and determine whether any lessons can be learned and if improvements can be made.

### 3.15 Non Recent Allegations

Where an adult makes an allegation to a school that they were abused as a child, the individual should be advised to report the allegation to the police. Non recent allegations made by a child, should be reported to the LADO in line with the local authority's procedures for dealing with non-recent allegations. The LADO will coordinate with local authority children social care and the police. Abuse can be reported no matter how long ago it happened.

## 4. Concerns or Allegations that Do Not Meet the Harm Threshold ('Low-level' Concerns)

As part of their whole school approach to safeguarding, the school should ensure that:

- They create and embed a culture of openness, trust and transparency in which the school's values and expected behaviour set out in the *Trust's Adult Code of Conduct and School's Behaviour Policy* are constantly lived, monitored and reinforced by all staff
- They promote an open and transparent culture in which **all** concerns about all adults working in or on behalf of the school (including supply teachers, volunteers and contractors) are dealt with promptly and appropriately
- They create a culture in which **all** concerns about adults are shared responsibly and with the right person, recorded and dealt with appropriately.

If implemented correctly, this should:

- Enable the school to identify inappropriate, problematic or concerning behaviour early

- Minimise the risk of abuse, and
- Ensure that adults working in or on behalf of the school are clear about professional boundaries and act within these boundaries, and in accordance with the ethos and values of the school.

#### 4.1 What is a Low-level Concern?

The term 'low-level' concern does not mean that it is insignificant, it means that the behaviour towards a child does not meet the threshold set out above. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' – that an adult working in or on behalf of the school may have acted in a way that:

- Is inconsistent with the Adult Code of Conduct and / or School Behaviour Policy, including inappropriate conduct outside of work, and
- Does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.

Examples of such behaviour could include, but are not limited to:

- Being over friendly with children
- Having favourites
- Taking photographs of children on their mobile phone, contrary to school policy
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door, or
- Humiliating children.

Such behaviour can exist on a wide spectrum, from the inadvertent or thoughtless, or behaviour that may look to be inappropriate, but might not be in specific circumstances, through to that which is ultimately intended to enable abuse.

Low-level concerns may arise in several ways and from a number of sources. For example: suspicion; complaint; or disclosure made by a child, parent or other adult within or outside of the School / Trust; or as a result of vetting checks undertaken.

**It is crucial that all low-level concerns are shared responsibly with the right person and recorded and dealt with appropriately.** Ensuring they are dealt with effectively should also protect those working in or on behalf of the school from becoming the subject of potential false low-level concerns or misunderstandings.

Schools can achieve the purpose of the low-level concerns element of this policy by:

- Ensuring their staff are clear about what appropriate behaviour is, and are confident in distinguishing expected and appropriate behaviour from inappropriate, problematic or concerning behaviour, in themselves and others
- Empowering staff to share any low-level safeguarding concerns (*see below*)
- Addressing unprofessional behaviour and supporting the individual to correct it at an early stage
- Handling and responding to such concerns sensitively and proportionately when they are raised, and
- Helping identify any weakness in the school's safeguarding system.

## 4.2 Sharing Low-level Concerns

Whether all low-level concerns are shared initially with the DSL or with the Headteacher is a matter for the school to decide. If the former, then the DSL should inform the Headteacher of all the low-level concerns and in a timely fashion according to the nature of each particular low-level concern.

The Headteacher should be the ultimate decision maker in respect of all low-level concerns, although it is recognised that depending on the nature of some low-level concerns and / or the role of the DSL in some schools, the Headteacher may wish to consult with the DSL and take a more collaborative decision making approach.

Low-level concerns which are shared about supply staff and contractors should be notified to their employers, so that any potential patterns of inappropriate behaviour can be identified.

If schools are in any doubt as to whether the information which has been shared about a member of staff as a low-level concern in fact meets the harm threshold, they should consult with their LADO.

Schools should ensure they create an environment where staff are encouraged and feel confident to self-refer, where, for example, they have found themselves in a situation which could be misinterpreted, might appear compromising to others, and / or on reflection they believe they have behaved in such a way that they consider falls below the expected professional standards.

## 4.3 Recording Low-level Concerns

All low-level concerns should be recorded on Confide (the staff part of MyConcern) . The record should include details of the concern, the context in which the concern arose, and action taken. The name of the individual sharing their concerns should also be noted, if the individual wishes to remain anonymous then that should be respected as far as reasonably possible.

These records must be kept confidential, held securely and comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Records should be reviewed so that potential patterns of inappropriate problematic or concerning behaviour can be identified. Where a pattern of such behaviour is identified, the school should decide on a course of action, either through its disciplinary procedures or where a pattern of behaviour moves from a low-level concern to meeting the harm threshold, in which case it should be referred to the LADO – *see Section 1 above*. Consideration should also be given to whether there are wider cultural issues within the school that enabled the behaviour to occur and where appropriate policies could be revised, or extra training delivered to minimise the risk of it happening again.

Such information should be retained at least until the individual leaves the Trust's employment.

## 4.4 References

**Part three of KCSIE** makes it clear that schools should only provide substantiated safeguarding concerns / allegations (including a group of low-level concerns about the same individual) that meet the harm threshold in references. Low level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example, misconduct or poor performance. It follows that a low-level concern which relates exclusively to safeguarding (and not to misconduct or poor performance) should not be referred to in a reference.

#### 4.5 Responding to Low-level Concerns

The Headteacher should deal with reports of low-level concerns (unless the concern is about the Headteacher, in which case the CET should be informed to deal with the concern) in accordance with this Policy.

If the concern has been raised via a third party, the Headteacher (a nominated deputy or CET member, as appropriate) should collect as much evidence as possible by speaking:

- Directly to the person who raised the concern, unless it has been raised anonymously; and
- To the individual involved and any witnesses.

The information collected will help them to categorise the type of behaviour and determine what further action may need to be taken. The information needs to be recorded as stated above along with the rationale for their decisions and action taken.

More detailed guidance and case studies on low-level concerns can be found in [Farrer-&-Co-Low-Level-Concerns-Policy-Guidance-Sept-2022.pdf \(imperial.ac.uk\)](#)

## Appendix – LADO Referral Process

**For referrals regarding allegations against adults in education contact the local authority Designated Officer (LADO):**

- All LADO referrals need to be completed via the online referral form. The online form can be found via this link [Referral Form](#) The online referral will be uploaded by MASH to a confidential database. Schools should be able to download a copy for their records and will receive an automated response, with date and time stamp, and with reference number for audit trail purposes.
- If LADO consultation is required in respect of threshold prior to submission of a referral, the consultation form on the NSCP website should be used and sent to [LADOConsultations@NCTrust.co.uk](mailto:LADOConsultations@NCTrust.co.uk) – LADO will contact the sender with next steps.
- If there is a need to speak to a LADO, an e-mail should be sent to [LADOConsultations@NCTrust.co.uk](mailto:LADOConsultations@NCTrust.co.uk) in the first instance, using the consultation process set out above, and the sender will be contacted.
- If a phone conversation is required, currently the Designated Officers are:
  - Andy Smith, 07850 854309
  - Sian Edwards, 07738 636449
  - Francesca Hamilton, 07443 348415.
- Within one working day of a referral being made, a local authority social worker should acknowledge its receipt to the referrer and make a decision about the next steps and the type of response that is required. This will include determining whether:
  - the child requires immediate protection and urgent action is required
  - any services are required by the child and family and what type of services
  - the child is in need and should be assessed under section 17 of the Children Act 1989
  - there is reasonable cause to suspect the child is suffering or likely to suffer significant harm, and whether enquiries must be made, and the child assessed under section 47 of the Children Act 1989, and
  - further specialist assessments are required to help the local authority to decide what further action to take.
- The referrer should follow up if this information is not forthcoming.
- If social workers decide to carry out a statutory assessment, staff should do everything they can to support that assessment (supported by the DSL (or DDSL) as required).
- If, after a referral, the child’s situation does not appear to be improving, the referrer should consider following local escalation procedures to ensure their concerns have been addressed and, most importantly, that the child’s situation improves (see Section 4.8).