

Managing Allegations and Low-Level Concerns Policy

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Version	1

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1 Introduction

- 1.1 The policy sets out the steps the Academy Trust, Independent Schools, and Foundation Office (the 'organisation') will take to record and investigate allegations and low-level concerns.
- 1.2 The organisation takes the safeguarding of its pupils very seriously, and we recognise that it is extremely important that any safeguarding concerns or allegations made against a member of staff, supply staff, contractors, or volunteers are managed quickly and effectively. It is also important that low-level safeguarding concerns are recognised and reported so that behaviours can be appropriately managed.
- 1.3 This policy sets out how we will manage safeguarding concerns and allegations made about a member of staff, supply staff, contractors, or volunteers within the organisation, together with allegations relating to incidents that happened when an individual or organisation was using our premises for the purposes of running activities for children. It meets the requirements of the Department for Education statutory guidance for managing allegations set out in part four of Keeping Children Safe in Education 2025.
- 1.4 This policy is set out in two parts. The first part deals with allegations made against members of staff, including supply staff, contractors, or volunteers, together with allegations relating to incidents that happened when an individual or organisation was using our premises for the purposes of running activities for children. The second part deals with low-level concerns raised in relation to members of staff, including supply staff, contractors, or volunteers.

2 Part One: managing allegations made against members of staff, supply staff, contractors, or volunteers

- 2.1 This part of the policy will be followed when managing such allegations and may be adapted to each case as required. Whilst it will be used in all cases, part four of Keeping Children Safe in Education 2025 requires that it is followed in any case where it is suspected or alleged that a member of staff, including agency staff, or a volunteer has:
 - Behaved in a way that has harmed a child or may have harmed a child (see our child protection and safeguarding policy for what we mean by harm).
 - Possibly committed a criminal offence against or related to a child.
 - Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children.
 - Behaved or may have behaved in a way that indicates they may not be suitable to work with children.
- 2.2 The fourth bullet point above includes behaviour that may have happened outside of the organisation that might make an individual unsuitable to work with children; this is known as transferable risk.

- 2.3 This policy will also be used where allegations are made relating to incidents that happened when an individual or organisation was using our premises for the purposes of running activities for children.
- 2.4 This policy will be used alongside our complaints policy and child protection and safeguarding policy, both of which can be accessed via SharePoint or our websites.

3 Reporting an allegation

- 3.1 The safety and welfare of our pupils is of paramount importance, and so all staff must report their allegations immediately.
- 3.2 Allegations made against a member of staff, supply staff, contractors, or a volunteer should be reported to the Head of School (KEHS), Second Master (KES) or Chief Master & Principal. Allegations involving the Head of School (KEHS) or Second Master (KES) should be reported to the Chief Master & Principal. Allegations involving the Chief Master & Principal should be reported to the Chair of ISGB. The Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB (as appropriate) will then contact the local authority designated officer (LADO). The Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB will then act as the case manager.
- 3.3 Where an employee works at KES and KEHS, the Head of School (KEHS), Second Master (KES) and Chief Master & Principal will be informed of any such reports.
- 3.4 When an allegation is made, the Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB will consider two aspects:
 - 3.4.1 Looking after the welfare of the child.
 - 3.4.2 Investigating and supporting the person subject to the allegation.
- 3.5 In each case, the Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB will:
 - 3.5.1 Apply common sense and judgement.
 - 3.5.2 Deal with allegations quickly, fairly, and consistently.
 - 3.5.3 Provide effective protection for the child and support the person subject to the allegation.
- 3.6 Before contacting the LADO, the Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB will conduct basic enquiries to establish the facts to help determine whether there is any foundation to the allegation. The Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB will contact the LADO, and an initial discussion will take place to consider the nature, content, and context of the allegation and agree on a course of action. The designated safeguarding lead may also be involved in this discussion. This discussion may conclude:

- No further action is required.
 - More information is required to determine a course of action.
 - A strategy discussion should take place.
 - Police or social care should be involved.
- 3.7 The organisation will share relevant information with the LADO about the allegation, the child, and the person against whom the allegation has been made. If it is decided that a strategy discussion should take place, then a representative from the organisation will always attend that meeting. Representatives from other agencies, such as health, social care, and police, may also be invited to the meeting.
- 3.8 Where an allegation is made or becomes known to the organisation relating to incidents that happened when an individual or organisation was using our premises for the purposes of running activities for children, the Head of School (KEHS), Second Master (KES) or Chief Master & Principal will inform the LADO in accordance with paragraph 3.6 of this policy.

4 Investigating an allegation

- 4.1 An investigation into the allegation should normally be undertaken by a senior member of staff at the individual workplace. Where no suitable staff are available or the nature or complexity of the allegation requires it, the organisation may appoint an independent investigator.
- 4.2 When determining the outcome of an investigation, part four of Keeping Children Safe in Education 2025 states that the following definitions should be used when determining the outcome of the investigation:
- 4.2.1 **Substantiated:** There is sufficient evidence to prove the allegation.
 - 4.2.2 **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 to the allegation.
 - 4.2.3 **False:** There is sufficient evidence to disprove the allegation.
 - 4.2.4 **Unsubstantiated:** There is insufficient evidence to either prove or disprove the allegation; the term, therefore, does not imply guilt or innocence.
 - 4.2.5 **Unfounded:** To reflect cases where there is no evidence or proper basis which supports the allegation being made.
- 4.3 In no circumstances would the organisation cease to use a member of supply staff due to safeguarding concerns without finding out the facts and liaising with the LADO to determine a suitable outcome. Whilst the organisation is not the employer of supply teachers, we will ensure allegations are dealt with properly and involve the supply staff agency in the process.

5 Supporting those involved

5.1 Parents/carers of the child(ren) involved

- 5.1.1 Parents or carers of the child involved will be told about the allegation, if they do not already know of it. Where a strategy discussion is required or the police or children's social care need to be involved, we will not tell the parents or carers until it has been agreed with those agencies what information can be shared.
- 5.1.2 The school will keep parents or carers informed about the progress of the investigation. Where there is no criminal prosecution, the school will tell parents or carers when the investigation has been completed. The deliberations of any disciplinary hearing and the information taken into account in reaching a decision will not be disclosed, but the parents or carers of the child will be told in confidence that the internal procedure has come to an end.

5.2 The member of staff or volunteer

- 5.2.1 The organisation has a duty of care to its employees and will act to minimise the stress inherent in the investigation process.
- 5.2.2 The person who is the subject of the allegation will be informed as soon as possible, usually after the initial discussion with the LADO. The person will be advised of the likely course of action, unless the police or children's social care raise an objection; in those circumstances, the organisation will work with children's social care and the police to agree what information can be disclosed and when.
- 5.2.3 The Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB (as appropriate) will appoint a named representative to keep the person who is the subject of the allegation informed of the progress of the case and up to date on other school-related matters. The Head of School (KEHS), Second Master (KES), Chief Master & Principal or Chair of ISGB (as appropriate) will also consider what other support may be appropriate for the individual. The organisation will advise the individual to contact their trade union representative or a colleague for support; they may also be given access to support services provided by the organisation.
- 5.2.4 Where an allegation is made against a member of supply staff, the supply agency should provide additional support to that member of supply staff.

6 Suspension

- 6.1 Suspension is not an automatic response to an allegation being made. The organisation will only suspend a member of staff following careful consideration of whether there is cause to suspect that the child or other children is/are at risk of harm, or the case is so serious that it might be grounds for dismissal. In many cases, it may be possible for alternative arrangements to be made so that the individual can continue working.

- 6.2 The organisation makes the decision whether or not to suspend a member of staff. Where the police or children's social care are involved in the case, we will listen to their views regarding suspension.
- 6.3 The organisation has no authority or power to suspend a member of supply staff where an allegation is made against them. Instead, we will immediately cease to use the services of that member of the supply staff.
- 6.4 Where the member of staff is suspended, they will receive written confirmation within one working day and will be informed of the reason for the suspension.
- 6.5 After the suspension, if it is decided that the employee can return to the organisation, measures will be put in place to support their return to work; this could include a phased return or offering another member of staff as a support system.
- 6.6 The organisation will not prevent social contact with work colleagues and friends, unless there is evidence to suggest such contact may prejudice the gathering of evidence.

7 Resignation

- 7.1 If the individual resigns or the supply staff member, contractor, or volunteer ceases to provide their service, the investigation into the allegation will be completed. The individual will be given the opportunity to engage with the investigation.

8 Action on the conclusion of the case

- 8.1 If the allegation is substantiated and:

- 8.1.1 The employee is dismissed or resigns.

- 8.1.2 The organisation will cease to use the supply staff member's services because of the allegation.

- 8.1.3 The organisation ceases to use the contractor's services because of the allegation.

- 8.1.4 The organisation ceases to use the volunteer's services because of the allegation.

The organisation will consider whether a referral to the DBS and/or to the TRA is required.

- 8.2 Where an allegation is found to be false, the organisation may refer the case to social services to determine whether the child needs support and/or to understand if there is a safeguarding reason why the false allegation was made.
- 8.3 The school's behaviour policy sets out the action that may be taken against pupils who are found to have made malicious allegations.
- 8.4 Where an allegation is made against a member of supply staff, the outcome of the investigation will be shared with the supply agency and the LADO.

9 Post-incident review

- 9.1 It is good safeguarding practice for schools and academies to review incidents upon their conclusion so they can learn from them and continue to improve standards of safeguarding. Where allegations are made against staff, supply staff, contractors, or volunteers, the organisation may carry out a review at the conclusion of the case.

10 Timescales

- 10.1 Investigations into allegations against staff, including agency staff or volunteers, will be concluded as quickly and efficiently as possible to ensure that any risks to the child or other children and stress to the individual are minimised as far as possible.

11 Record keeping

- 11.1 Allegations found to be false or malicious will be removed from the employment record of the individual. For all other allegations, a clear and comprehensive summary of the allegation, how it was followed up and resolved, a note of actions taken and decisions reached, and a declaration on whether the information will be referred to in any future reference will be retained on the employment file; a copy will also be provided to the individual.
- 11.2 The record will be kept, including for people who leave the organisation, at least until the person reaches normal pension age or for ten years, if that will be longer, from the date of the allegation.
- 11.3 Details of any allegation made by a pupil will be kept in the confidential section of their record.

12 Confidentiality

- 12.1 The organisation will make every effort to maintain confidentiality and guard against unwanted publicity whilst an allegation is being investigated.
- 12.2 The Education Act 2002 introduced reporting restrictions, preventing the publication of any material that may lead to the identification of a teacher in a school who has been accused by or on behalf of a pupil from the same school; this applies to parents and carers as well as the press.

13 Non-recent allegations

- 13.1 Where an adult makes an allegation to the organisation that they were abused as a child, that adult will be advised to report the allegation to the police.
- 13.2 Non-recent allegations made by a child will be reported to the LADO in line with the local authority's procedures for dealing with non-recent allegations.

14 Part two: managing low-level concerns

- 14.1 This part of the policy will be followed when dealing with low-level concerns raised in relation to members of staff, including supply staff, contractors, or volunteers, and may be adapted to each case as required. It will be used alongside the organisation's complaints procedure, child protection and safeguarding policy, code of conduct, and disciplinary procedure.

14.2 The organisation promotes a culture in which all concerns about all adults working in or on behalf of the organisation, including supply teachers, contractors, and volunteers, are addressed appropriately.

14.3 This policy is designed to:

14.3.1 Promote and support a culture of openness and trust where staff are clear about the behaviours expected of them and their colleagues.

14.3.2 Ensure staff are comfortable raising low-level concerns.

14.3.3 Provide for efficient and proportionate handling of those concerns.

15 Recognising low-level concerns

15.1 This policy will be used to manage low-level concerns, defined in part four of Keeping Children Safe in Education 2025 as 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 or college may have acted in a way that:

15.1.1 Is inconsistent with the staff code of conduct, including inappropriate conduct outside of work.

15.1.2 Does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the Local Authority Designated Officer (LADO).

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

15.2.1 Being overfriendly with children.

15.2.2 Having favourites.

15.2.3 Taking photographs of children on their mobile phone.

15.2.4 Engaging with a child on a one-to-one basis in a secluded area or behind a closed door.

15.2.5 Humiliating children.

16 Sharing low-level concerns

16.1 For our culture of openness and trust to prevail, all staff should share any low-level concerns they have. Serious Case Reviews and Safeguarding Practice Reviews have often evidenced how low-level concerns felt and/or expressed by staff relating to individuals who were later found to have sexually abused children at a school were not recorded. When they are not recorded, they cannot be reviewed or studied for patterns of behaviour.

16.2 To minimise and hopefully eradicate the risk of those opportunities being missed, it is critical that staff understand their role in identifying and reporting low-level concerns.

- 16.3 All staff are encouraged to immediately report low-level safeguarding concerns as defined in this policy so that the identified behaviours can be investigated and managed appropriately.
- 16.4 All low-level concerns in relation to employees, supply staff, contractors, or volunteers should be reported immediately to the designated safeguarding lead (DSL), Head of School (KEHS) or Second Master (KES). Low-level concerns about the Head of School (KEHS) or Second Master (KES) should be reported to the Chief Master & Principal and low-level concerns about the Chief Master & Principal should be reported to the Chair of ISGB. If the concern is shared with the DSL first then the DSL should inform the Head of School (KEHS) or Second Master (KES) in a timely fashion according to the nature of each particular low-level concern, as detailed in Part Four of Keeping Children Safe in Education 2025.
- 16.5 Staff do not need to determine whether their concern meets the threshold set out in Part One of this policy is a low-level concern; the DSL, Head of School (KEHS, Second Master (KES), Chief Master & Principal or Chair of Governors (as appropriate) will make this determination once the staff member has reported the issue.
- 16.6 Where an employee works at KES and KEHS, both DSLs will be informed of any such reports.

17 Responding to low-level concerns

- 17.1 DSL, Head of School (KEHS, Second Master (KES), Chief Master & Principal or Chair of Governors (as appropriate) will review the concern to confirm that it is not a more serious issue that should be dealt with under Part One of this policy. An issue reported as a low-level concern would be addressed under Part One of this policy if it meets the threshold set out in Part One or if there is a pattern of low-level concerns expressed about the individual or wider staff practices generally. If necessary, the DSL, Head of School (KEHS, Second Master (KES), Chief Master & Principal or Chair of Governors (as appropriate) will discuss the concern with the LADO to determine whether it should be dealt with under Part One of this policy.
- 17.2 DSL, Head of School (KEHS, Second Master (KES), Chief Master & Principal or Chair of Governors (as appropriate) will discuss the concern with the individual who raised it and will investigate it, as appropriate.
- 17.3 Most low-level concerns are likely to be minor and can be dealt with through management, support, or additional training. Where necessary, action may be taken in accordance with the organisation's code of conduct and disciplinary procedure.

If the concern has been raised via a third party, the DSL, Head of School (KEHS, Second Master (KES), Chief Master & Principal or Chair of Governors(as appropriate) will collect evidence by speaking directly to the person who raised the concern (unless it has been raised anonymously), the individual involved, and any witnesses.

- 17.4 Where a low-level concern is raised about a member of supply staff or a contractor, the concern will be shared with the supply agency, so they can take appropriate steps in accordance with their own policies and statutory guidance.

18 Recording low-level concerns

- 18.1 All low-level concerns will be recorded in writing and will include details of the concern, the context, and the action taken. The records will be kept confidential and held securely in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulations.
- 18.2 Records of low-level concerns will be reviewed so potential patterns of concerning, problematic, or inappropriate behaviour can be identified. If patterns are identified, the organisation will decide on an appropriate course of action and will refer the matter to the LADO where the behaviour moves from a concern to meeting the threshold set out in Part One of this policy.

The record of the low-level concern will be kept for at least until the person leaves the organisation.

19 References

- 19.1 Low-level safeguarding concerns will not be included in references, except where they have met the threshold for referral to the LADO and have been found to be substantiated; in which case, they should be referred to in references.