



## The First Federation Trust

# Allegations and concerns raised in relation to staff, supply staff, contractors and volunteers

<b>Adopted:</b>	24 <sup>th</sup> April 2025
<b>Review cycle:</b>	Annual
<b>Next review due by:</b>	April 2026

## 1 Introduction

- 1.1 The First Federation Trust takes the safeguarding of its pupils very seriously and we recognise that it is extremely important that any allegation made against a member of staff, supply staff, contractor or volunteer is managed quickly and effectively. It is also important that low level safeguarding concerns are recognised and reported so behaviours can be appropriately managed.
- 1.2 This policy sets out how the First Federation Trust will manage allegations and low level concerns raised in relation to a member of staff, supply staff, contractor or volunteer in our schools. It meets the requirements of the Department for Education statutory guidance for managing allegations set out in Part 4 of Keeping Children Safe in Education 2024.
- 1.3 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. The second part deals with low level concerns raised in relation to members of staff, including supply staff, contractors or volunteers. The flow chart in appendix 1 summarises the steps to follow.

## 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. Part 4 of Keeping Children Safe in Education 2024 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 [here](#) for what we mean by ‘harm’);
  - possibly committed a criminal offence against or related to a child; or
  - 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 First Federation Trust that might make an individual unsuitable to work with children. This is known as transferable risk.
- 2.3 The above four bullet points are known as the ‘Harm Threshold’.
- 2.4 This policy will be used alongside the Trust Complaints Policy, Child Protection and Safeguarding Policy, Code of Conduct and Disciplinary Policy which can be accessed [here](#).
- ## 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, contractor or a volunteer should be reported to the Head of School.

- the Head of School or a member of the Central Team should be reported to a Link Director and the Chair of Trustees.
  - a Link Director should be reported to the CEO and the Chair of Trustees.
  - the CEO should be reported to the Chair of Trustees.
- 3.3 The Head of School, Link Director, CEO or Chair of Trustees (as appropriate) will then contact the Local Authority Designated Officer (LADO) if the allegation meets or is suspected to meet the 'Harm Threshold.' The Head of School / Link Director/ CEO / Chair of Trustees will then act as the case manager.
- 3.4 When an allegation is made the Case Manager will consider two aspects:
- 3.4.1 looking after the welfare of the child; and
  - 3.4.2 investigating and supporting the person subject to the allegation
- 3.5 In each case, the Case Manager will:
- 3.5.1 apply common sense and judgement;
  - 3.5.2 deal with allegations quickly, fairly and consistently; and
  - 3.5.3 provide effective protection for the child and support the person subject to the allegation.
- 3.6 Before contacting the LADO, the Case Manager will conduct basic enquiries to establish the facts to help determine whether there is any foundation to the allegation.
- 3.7 The Case Manager will record this using a 'FFT Managing Allegations and Low Level Concerns Recording and Reporting' form. [See appendix 2]
- 3.8 Once the Case Manager uses this form to record the initial concern, and tests the Harm Threshold, the allegation may be deemed a 'Low Level Concern,' whereby Part 2 of this policy would then apply.
- 3.9 If the Case Manager decides that the allegation meets or is suspected to meet the 'Harm threshold' they will contact the LADO [within 24 hours].
- 3.10 An initial discussion with the LADO will take place to consider the nature, content and context of the allegation and agree a course of action. Where relevant, the Trust Safeguarding Lead may also be involved in this discussion. This discussion may include that:
- no further action is required; or
  - more information is required to determine a course of action; or
  - a strategy discussion should take place; or
  - police or social care should be involved.
- 3.11 A trust leader or the case manager 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 of the Trust will always attend that meeting. Representatives from other agencies such as health, social care and police may also be invited to the meeting.

## 4 Investigating an allegation

- 4.1 An investigation into the allegation should normally be undertaken by a senior member of staff at our schools/trust. Where no suitable staff are available or the nature or complexity of the allegation requires it, the school/Trust may appoint an independent investigator.
- 4.2 When determining the outcome of an investigation Part 4 of Keeping Children Safe in Education 2024 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 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 Trust 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 Trust 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 police or children's social care need to be involved, the school 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 the outcome of the investigation. The deliberations of any disciplinary hearing, and the information taken into account in reaching a decision, will not normally be disclosed but the parents or carers of the child will usually be told the outcome **in confidence**.

### 5.2 The member of staff or volunteer

- 5.2.1 The school 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 school 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 / Link Director / CEO / Chair of Trustees (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 / Link Director / CEO / Chair of Trustees (as appropriate) will also consider what other support may be appropriate for the individual. The Trust 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 Trust (including the Employee Assistance Programme provided by the Schools Advisory Service).
- 5.2.4 The person who is the subject of the allegation will be advised to contact their trade union representative, or a colleague for support.
- 5.2.5 Where an allegation is made against a member of supply staff, the supply agency should provide an additional support to that member of supply staff. If the allegation is against a volunteer, they can ask a friend or staff member from within the school to support.

## **6 Suspension**

- 6.1 Suspension is not an automatic response to an allegation being made. The Trust will only suspend a member of staff following careful consideration of whether there is cause to suspect 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 Trust 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, The Trust will listen to their views regarding suspension.
- 6.3 The Trust has no authority or power to suspend a member of supply staff where an allegation is made against them. Instead, the Trust immediately will cease to use the services of that member of 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 school, 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 school 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 continue to be completed. The individual will be given the opportunity to engage with the investigation.

## **8 Action on conclusion of the case**

- 8.1 If the allegation is substantiated and:
- 8.1.1 the employee is dismissed or resigns; or

8.1.2 we cease to use the supply staff member's services as a result of the allegation;

1.1.1 we cease to use the contractor's services as a result of the allegation; or

8.1.3 we cease to use the volunteer's services as a result of the allegation;

the Trust 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 Trust 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 Trust may carry out a review at the conclusion of the case.

## **10 Timescales**

10.1 Investigations into allegations against staff, including agency staff or contractors 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 is 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. This will include a 'Managing Allegations and Low Level Concerns Recording and Reporting form.' A summary of the allegation will also be provided to the individual. This summary will comply with data protection and whistleblowing principles.

11.2 The record will be kept, including for people who leave the Trust, at least until the person reaches normal pension age or for 10 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 Trust 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 Trust 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.
- 14.2 This policy will be used alongside the Trust Complaints Policy, Child Protection and Safeguarding Policy, Code of Conduct and Disciplinary Policy which can be accessed [here](#).
- 14.3 The trust promotes a culture in which all concerns about all adults working in or on behalf of the Trust (including supply teachers, contractors and volunteers) are addressed appropriately.
- 14.4 This policy is designed to:
- 14.4.1 promote and support a culture of openness and trust where staff are clear about the behaviours expected of themselves and their colleagues
  - 14.4.2 ensure staff are comfortable to raise low-level concerns; and
  - 14.4.3 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 4 of Keeping Children Safe in Education 2024 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; and
  - 15.1.2 does not meet the 'Harm 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 is not limited to:
- 15.2.1 being over friendly 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; or

15.2.5 using inappropriate sexualised, intimidating or offensive language.

15.3 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.

## **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 concerns as defined in this policy so that the identified behaviours can be investigated and managed appropriately.

16.4 All low level concerns against:

- a member of staff, supply staff, contractor or a volunteer should be reported to the Head of School.
- the Head of School or a member of the Central Team should be reported to a Link Director and the Chair of Trustees.
- a Link Director should be reported to the CEO and the Chair of Trustees.
- the CEO should be reported to the Chair of Trustees.

16.5 The procedure for reporting low level concerns is consistent with that for reporting allegations of abuse as set out in part one of this policy. Staff do not need to determine whether their concern meets the threshold set out in part one of this policy or is a low level concern. The Head of School, Link Director, CEO or Trustees (as appropriate) will make this determination once the staff member has reported the issue.

## **17 Responding to low-level concerns**

17.1 The Head of School, Link Director, CEO or Trustees (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 dealt with under part one of this policy where it meets the threshold set out in part one or there is a pattern of low level concerns expressed about the individual or wider staff practices generally. If necessary, the Head of School, CEO or Trustees (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 The Head of School, Link Director, CEO or Trustees (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 by means of management support or additional training. Where necessary, action may be taken in accordance with the Trust code of conduct and disciplinary procedure.
- 17.4 If the concern has been raised via a third party, the Head of School, Link Director, CEO or Trustees (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.
- 17.5 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 or contracting company 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 including completing the Trust 'Managing Allegations and Low Level Concerns Recording and Reporting form' which will include details of the concern, the context and action taken. A copy will be kept on the personnel file of the staff member it concerns. The records will be kept confidential and held securely in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.
- 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 Trust 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 the first part of this policy.

The record of the low-level concern will be kept for 6 years after the person leaves our Trust.

## **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 found to be substantiated, in which case they should be referred to in references.



## Appendix 1 - Managing Allegations and Low Level Concerns Flow chart for Leaders

Allegation or Low Level concern reported to you

With person reporting this to you, establish the facts and basic details. Ask if any potential witnesses.  
Record on [Managing Allegations and Low Level Concerns report form.docx](#)  
Decide whether the concern meets the Harm Threshold or not using Appendix 2 form.

YES

If so, treat this as an Allegation

Ensure child is safe and cared for as appropriate

Decide if alleged staff member needs to be removed from children at this time if there is risk of further harm

Establish basic facts from alleged staff member. Record on Appendix 2 form.

Establish basic facts from child (if appropriate to allegation). Record on Appendix 2 form.

Contact Business Manager to find out if any other concerns recorded on alleged staff member's personnel file.

Contact LADO. Details as footnote on Appendix 2 form.

Contact Link Director

LADO will advise further action necessary, i.e.

- What information to be shared with child's/children's parents if appropriate
- What needs to happen next
- If police or social care need to be contacted
- If staff member needs to be suspended or advice required from Trust HR services

Ensure your completed 'Managing Allegations and Low Level Concerns form' is saved securely and sent via Egress to Business Manager. Read [FFT Policy](#) and [KCSiE Part 4](#)

NO

If so, treat this as a Low Level Concern

Establish basic facts from alleged staff member. Record on Appendix 2 form.

Establish basic facts from child (if appropriate to allegation). Record on Appendix 2 form.

Contact Business Manager to find out if any other concerns recorded on alleged staff member's personnel file.

Re-assess concern. Does it meet harm threshold?  
If YES, follow 'allegation' part of this flow chart.

If unsure, phone Link Director and/or LADO to discuss concern.

Ensure your completed 'Managing Allegations and Low Level Concerns form' is saved securely and sent via Egress to Business Manager. Read [FFT Policy](#) and [KCSiE Part 4](#) pg92

Implement and review necessary actions.



**Appendix 2**  
**Managing Allegations and Low Level Concerns**  
**Recording and Reporting form**

<b>Date:</b>	<b>Name of person form relates to:</b>
<b>Describe</b> what the allegation/low level concern is: (names, place, context, facts) <i>Do not investigate but establish key facts.</i>	
<b>Who reported concern? (can remain anonymous):</b> <b>Name/role/organisation of possible witnesses:</b>	
<b>Test</b> concern against the Harm Threshold for staff, supply teachers, contractors, volunteers:- <ul style="list-style-type: none"><li>• behaved in a way that has harmed a child, or may have harmed a child</li><li>• possibly committed a criminal offence against or related to a child</li><li>• behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children</li><li>• behaved or may have behaved in a way that indicates they may not be suitable to work with children <i>(including behaviour outside of the work place)</i></li></ul>	
<b>Justify critically</b> below why the concern does/does not meet the Harm Threshold and <b>tick</b> appropriate box: <input type="checkbox"/> <b>Allegation</b> (phone LADO) <input type="checkbox"/> <b>Low level concern</b> (phone LADO if unsure)	
<b>Date</b> you phoned the LADO (as appropriate): <b>Date</b> you phoned Link Director (as appropriate): <b>Date</b> you phoned Business Manager to check if Personnel files contain previous concerns:  If you did not phone LADO, explain why <i>(if in doubt, always phone the LADO for advice)</i>  +	
<b>Note</b> Key advice/key actions:	

**Store** this form in the associated member of staff's electronic personnel file via School Business Manager. If agency staff/contractor, this is sent to the retrospective agency/contractor. If volunteer, store in volunteer file in an A4 envelop clearly labelled with name, date and 'allegation/low level concern' alongside DBS.

**For further advice please refer to** Section 4 of KCSiE, which explains process, FFT 'Managing Allegations and Low Level concerns Policy' and FFT 'Child Protection and Safeguarding Policy.'

**Devon LADO:** Complete the online [notification form](#) Telephone [01392 384964](tel:01392384964) Further information [here](#)

**Plymouth LADO:** Complete referral form and more info [here](#) Email [LADO@plymouth.gov.uk](mailto:LADO@plymouth.gov.uk) Telephone 01752 304769

**Dorset LADO:** Complete online [referral form](#) and more info [here](#) Telephone 01305 221122