



Dealing with Safeguarding Allegations Against Staff and Volunteers

Produced in line with Keeping Children Safe in Education 2025

RIDGEWAY EDUCATION TRUST
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1. Introduction

1.1 Despite all efforts to recruit safely, there will be occasions when allegations of abuse by staff or volunteers against children are raised.

1.2 It is essential that any allegation of abuse made against a teacher or other member of staff (including supply staff, volunteers or a governor of the school) is dealt with fairly, quickly and consistently, in a way that provides effective protection for the child, and at the same time supports the person who is the subject of the allegation.

1.3 This procedure is drawn up taking account of the following prevailing guidance:

- Working Together to Safeguard Children
- The Children Act
- Education Act
- Keeping Children Safe in Education (KCSiE)

2. Thresholds for allegations

2.1 These procedures should be applied when there is an allegation which involves any person who works in regulated activities with children, in connection with their employment or through a voluntary activity, and has:

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates they 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 Allegations can be made in relation to restrictive physical interventions and restraint but can also relate to inappropriate relationships between members of staff and children or young people, for example:

- Having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual (see s16-19 Sexual Offences Act 2003).
- 'Grooming' i.e. meeting a child under 16 with intent to commit a relevant offence (see s15 Sexual Offences Act 2003).
- Other 'grooming' behaviour giving rise to concerns of a broader child protection nature e.g. inappropriate text/e-mail messages or images, gifts, socialising etc.
- Possession of indecent images/pseudo-photographs of children.

2.3 In addition, these procedures should be applied when there is an allegation that any person who works with children:

- Has behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include arrest for possession of a weapon or indecent images of children.
- As a parent or carer, their own child becomes subject to child protection procedures and/or they and their family become involved with social services for safeguarding reasons.
- Is closely associated with someone in their personal lives (e.g. partner, member of the immediate family or other household member) who may present a risk of harm to child/ren for whom the member of staff is responsible in their employment/volunteering.

2.4 This policy should also be followed where a person's employment is covered by the Childcare Act 2006 (see definition in the statutory guidance) and the employee is living in the same household where another person who is disqualified lives. A person is disqualified if they are 'found to have committed' an offence which is included in the 2009 Regulations updated July 2018 - a 'relevant offence'.

2.6 It is also important to note that, whilst not specifically covered by statutory guidance, the risks associated with the wider family and close associates of the member of staff may also need to be considered.

2.7 This policy should be followed where allegations are made against a 16 and 17-year-old who has been put in a position of trust by an organisation in relation to anyone under the age of 18. For example, where they might be involved in coaching a sport or in other school or out of school activities or undertaking training and work placements.

2.8 The policy for dealing with allegations should be applied with common sense and judgement. Many cases may well either not meet the criteria set out above or may do so without warranting consideration of either a police investigation or Section 47 child protection enquiries by local authority children's social care services. In these cases, the school in question would follow their safeguarding and other relevant policies to resolve cases without delay.

The difference between an allegation and a low-level concern

2.9 It might not be clear whether an incident constitutes an 'allegation'. It is important to remember that, in order to be an allegation, the alleged incident has to be sufficiently serious as to suggest that harm has or may have been caused harm to a child/ren or that the alleged behaviour indicates the individual may pose a risk of harm to children. Issues that do not meet this threshold may constitute conduct, performance or disciplinary issues and will be addressed using the appropriate policies. If in doubt, the LADO will always be consulted.

2.10 If it is difficult to determine the level of risk associated with an incident the following will be considered:

- Was the incident a disproportionate or inappropriate response in the context of a challenging situation?
- Where the incident involved an inappropriate response to challenging behaviour, had the member of staff had training in managing this?
- Does the member of staff understand that their behaviour was inappropriate and express a wish to behave differently in the future? For example, are they willing to undergo training?
- Does the child or family wish to report the incident to the police, or would they prefer the matter to be dealt with by the employer?
- Have similar allegations previously been made against the employee – is there a pattern developing?

2.11 Incidents which fall short of the threshold could include an accusation that is made second or third hand (by someone who did not witness the alleged incident) and the facts are not clear, or where the member of staff alleged to have done this was not there at the time, or there is confusion about the account.

2.12 Whether an incident constitutes an allegation and hence needs to be dealt with through these policies may need to be discussed between the LADO. If it falls short of this threshold there may still be a role for the LADO to provide advice and support. Where the matter constitutes a conduct or performance issue, the appropriate disciplinary procedures will be followed and the LADO will be informed of the outcome.

2.13 The Oxfordshire LADO team have a consultation referral document that supports in triaging whether the referral meets the allegation threshold or is a low-level concern. This LADO consultation form will be used to support decision making.

3. Roles and Responsibilities

Roles and responsibilities for all organisations

3.1 Allegations about members of the central team should be reported to the CEO, and allegations about the CEO should be made to the chair of the trust board. Allegations against teaching and support staff should be reported to the Headteacher of the relevant school. If they are not available the matter should be referred to a Deputy Headteacher. If the Headteacher wishes to delegate the management of the allegation to another member of staff to investigate, this should be a staff member on the senior leadership team. Our approach is always to:

- Seek advice from the LADO regarding incidents where it is unclear whether it is an allegation or a low-level concern.
- Report all allegations of harm to the LADO within 24 working hours of when the incident occurs and or when the disclosure is made.

Organisations or individuals using school premises

Where an allegation is received relating to an incident which took place within an external club or activity within the school premises, usual safeguarding policies and procedures will be followed, including informing the LADO.

Whistleblowing

3.2 All staff must be made aware of the organisation's whistleblowing policy and feel confident to voice concerns about the attitude or actions of colleagues.

Roles and responsibilities for Local Authorities

3.3 Oxfordshire have a team of LADOs to:

- Assess and review referrals and decide if an Allegation Against Staff and Volunteer's threshold is met;
- Manage and have oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police and other agencies;
- Monitor the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process;
- Provide advice and guidance to employers in relation to making referrals to the Disclosure and Barring Service (DBS), Teaching Regulation Agency (TRA) and regulatory bodies such as Ofsted, the General Medical Council (GMC), Health and Care Professions Council (HCPC) and Nursing and Midwifery Council (NMC).

3.4 It is important to be aware that LADOs do not carry out investigations into allegations and remain impartial. The responsibility for the investigation remains with the employer (or whoever is commissioned by the employer to investigate the process) and/or the police. The LADO can provide advice and, where necessary, co-ordinate the process.

Supply teachers and contracted staff

3.5 In some circumstances an allegation may have to be considered against an individual not directly employed by the trust, and where its disciplinary procedures do not fully apply because agencies will have their own policies and procedures- for example, against supply teachers or contracted staff provided by an employment agency or business.

3.6 Whilst the trust is not the employer of supply teachers, it will ensure allegations are dealt with properly. **In no circumstances** would the trust 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. This is in line with the guidance within KCSIE.

Roles and responsibilities for the Police

3.7 An investigation into the allegation is normally carried out by the authority in which it sits e.g. criminal allegations will be investigated by the police and non-criminal allegations will be investigated in the first instance by the trust or school. This will be agreed at the initial evaluation stage. Where the trust or one of its schools is not conducting the investigation, it will cooperate with investigative agencies. The investigation will be overseen by the LADO who will record and be reported to by all other relevant agencies involved. Internal investigations must be second to any police investigation and may need to be delayed until the external investigation is complete.

Police bail

3.8 Police will make an informed decision on making an arrest based on the information known at the time. If an arrest is justified, and following the custody process, the officer in the case will consider if the threshold for bail conditions has been met and either release the suspect on bail with conditions or release under investigation (RUI) without conditions. The decision to arrest is not always an accurate reflection of the risk posed, and any decisions around management of the suspect and arrest/interview should be shared with the LADO for ongoing risk management.

4. Responding to an allegation or concern – the role of the employer

4.1 An allegation or concern raised about a member of staff may arise from a number of sources; for example, a report from a child, a concern raised by another adult in the organisation or a complaint by a parent. It may also arise in the context of the member of staff and their life outside work or at home.

Initial action by person receiving or identifying an allegation or concern

4.2 The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind.

They should not:

- Investigate or ask leading questions.
- Make assumptions or offer alternative explanations.
- Promise confidentiality.

They should:

- Make a written record of the information (where possible in the child's/adult's own words), including the time, date and place of incident/s, persons present and what was said.
- Sign and date the written record.
- Immediately report the matter to:
 - the Headteacher (or the Deputy Headteacher in their absence) for school staff
 - the Chair of Governors where the Headteacher is the subject of the allegation
 - the CEO for central trust staff
 - the Chair of the trust board where the CEO is the subject of the allegation.
- A case manager will lead any investigation. The case manager will be appointed by:
 - the Chair of Governors, in consultation with the CEO (for secondary Heads) or Director of Primary Education (for primary Heads), in the case of an allegation against the Headteacher of their school,
 - the Headteacher in the case of an allegation against a member of staff in their school,
 - the CEO in the case of an allegation against a member of the central team
 - the Chair of the Trust Board in the case of an allegation against the CEO

- An immediate risk assessment will be made which involves ensuring immediate safety of the child and/or children and seeking medical attention if required.

Initial action by the employer:

4.3 When informed of a concern or allegation, the person receiving this will not investigate the matter but will gather initial information and liaise with the LADO. Where a Chair of Governors receives an allegation against a Headteacher, this will always be discussed with the CEO (for secondary Heads) or Director of Primary Education (for primary Heads).

As part of the process the person receiving the allegation will:

- Obtain written details of the concern/allegation, signed and dated by the person receiving it (not the child / adult making the allegation or the alleged person).
- Record any information about times, dates and location of incident/s and names of any potential witnesses.
- Record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

Notifying the LADO within one working day of an allegation

4.4 The person receiving the allegation will inform the LADO within one working day after an allegation is made and prior to any further investigation taking place. A failure to report an allegation in accordance with procedures is a potential disciplinary matter as this could place a child at further risk of harm.

- If it is outside of normal working hours and there is an immediate risk to a child/ren our school will call the Local Authority Children's Social Care Emergency Duty Team and the Police, if necessary.
- A risk assessment will be carried out to ensure safety, and to identify a safety plan and any potential organisational risk.

Suspension – when it should be considered

4.5 A member of staff will not be suspended without serious consideration, and this will not happen automatically when an allegation has been made. Depending on the nature of the case, it may be possible that alternative arrangements are made so that the individual can continue working. Whilst the trust is responsible for the decision to suspend an employee, the views of the police, other agencies and/or LADO will be listened to and considered regarding suspension. In the case of suspension, the employee will receive written confirmation within one working day and will be informed of the reason for the suspension. The trust's HR Lead will also be consulted regarding any possible consideration of suspension.

5. The Role of the LADO

Initial consideration of an allegation by the LADO

5.1 The LADO's role is statutory, and their responsibilities are set out in Working Together to Safeguard Children. The investigation will be overseen by the LADO who will record and be reported to by all other agencies.

<https://national-lado-network.co.uk/the-role-of-the-lado-local-authority-designated-officer/>

Position of Trust Meeting (POT)

5.2 This is a multi-agency meeting that seeks to agree a course of action following an allegation against a staff member. The POT meeting seeks to discuss and explore if there is enough information to suggest a child may have been harmed or a criminal offence may have been committed. This is decided on a case-by-case basis.

5.3 The purpose of the meeting is to scope, gather and share information, and plan and direct the investigation which could also end up as an internal management investigation.

5.4 The POT meeting will be chaired by the LADO and all appropriate professionals would be invited. The subject of the allegation does not attend the POT meeting.

Timescales for completing investigations of allegations

5.5 It is in everyone's interest to resolve cases as quickly as possible, consistent with a fair and thorough investigation. Allegations will be investigated as a priority to avoid any delay. The time taken to investigate and resolve individual cases depends on a variety of factors including the nature, seriousness and complexity of the allegation.

Monitoring progress

5.6 The LADO will monitor and record the progress of each case, depending on its complexity. This could be by way of review meetings/discussions or direct liaison with the police, LA children's social care, the trust or school as appropriate.

Records of LADO Allegations Management

5.7 Information of all allegations that meet LADO Threshold will be kept on a restricted and confidential LADO database.

6. Outcomes Following an Investigation

6.1 The following definitions should be used when determining the outcome of allegation investigations:

Substantiated allegations: There is sufficient evidence to prove the allegation that a child has been harmed or there is a risk of harm.

Malicious: There is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive. The police should be asked to consider what action may be appropriate in these circumstances.

False allegations: There is sufficient evidence to disprove the allegation; however, there is no evidence to suggest that there was a deliberate intention to deceive.

Unsubstantiated allegations: There is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence.

Unfounded: The additional definition of 'unfounded' can be used to reflect cases where there is no evidence or proper basis which supports the allegation being made. It might also indicate that the person making the allegation misinterpreted the incident or was mistaken about what they saw. Alternatively, they may not have been aware of all the circumstances.

Outcome Letter

6.2. The outcome and recommendations will be put in writing to the alleged person and a copy of the letter sent to the LADO who will keep this on the LADO data base.

References

6.3 It is noted in Keeping Children Safe in Education 2025 that cases in which an allegation was found to be false, unfounded, unsubstantiated or malicious will not be included in references. Any repeated concerns or allegations which have all been found to be false, unfounded, unsubstantiated or malicious will also not be included in any reference.

6.4 Substantiated allegations will be included in references, provided that the information is factual and does not include opinions.

Record keeping in relation to the outcome of an investigation

6.5 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, 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;
- notes of any action taken, and decisions reached, and the outcome i.e substantiated, unsubstantiated etc;
- a copy provided to the person concerned, where agreed by children's social care or the police; and
- a declaration on whether the information will be referred to in any future reference.

6.6 Records will be retained at least until the individual has reached normal pension age, or for 10 years from the date of the allegation if that is longer.

Substantiated Outcomes

6.7 If the allegation is substantiated and the individual is dismissed or the individual resigns or otherwise ceases to provide their services, a referral will be made to the DBS for consideration of whether inclusion on the barred lists is required.

6.8 If the individual concerned is a member of teaching staff, consideration will be given whether to refer the matter to the Teaching Regulation Agency to consider prohibiting the individual from teaching.

Notifying Ofsted

6.9 Ofsted should be informed of any allegation or concern made against a member of staff in any day care establishment for children under 8 or against a registered child minder. They should also be invited to take part in any subsequent meeting/discussion.

6.10 Ofsted should also be informed if there is an allegation against a teacher or worker in a reception class or an early years setting and there is a duty to inform Ofsted and the LADO in this case.

7. Disciplinary or Suitability Process and Investigation

7.1 The LADO and the Headteacher/Case Manager should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided in the POT meeting that a police investigation or local authority children's social care services enquiry is not necessary or

- Where the trust or school is informed by the police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued.

7.2 The discussion should consider any potential misconduct or gross misconduct on the part of the member of staff, and take into account:

- Information provided by the police and/or local authority children's social care services;
- The result of any investigation or trial;
- The different standard of proof in disciplinary and criminal proceedings.

7.3 The investigation and any subsequent disciplinary hearing should be held in accordance with the trust's disciplinary policy and procedure and with the support of the trust's HR Lead.

7.4 For supply staff, the process described above will be the responsibility of the supply agency and not the school or trust.

Resignations and settlement agreements

7.5 Every effort should be made to reach a conclusion in all cases even if the individual refuses to co-operate, having been given a full opportunity to answer the allegation and make representations.

7.6 Settlement 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, will **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.

7.7 Such an agreement will not prevent a thorough police and/or school or employer investigation where that is appropriate.

7.8 Investigations will not cease if the person leaves, resigns or ceases to provide their services. We will ensure that every effort is made to reach a conclusion in all cases of allegations bearing on the safety or welfare of children, including any in which the person concerned refuses to cooperate.

Returning to work

7.9 Where it is decided on the conclusion of a case that a person who has been suspended can return to work, the Headteacher, in consultation with the trust's HR Lead, will consider how best to facilitate that. Most people will benefit from some help and support to return to work after a stressful experience. The CEO/Headteacher/HR Lead will 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 or college.

8. General responsibilities when investigating an outcome

Support to the child and family involved

8.1 The trust/school together with LA children's social care and/or police, where they are involved, will consider the impact on the child concerned and provide support as appropriate. Liaison between the agencies should take place in order to ensure that the child's needs are addressed.

Keeping parents/carers and children informed

- Parents of the child/ren involved will be informed of the allegation and the process that is being followed unless this will impede the disciplinary or investigative processes.
- The parent/s and the child, if sufficiently mature, should be helped to understand the processes involved and be kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing.

Responsibilities to employees/volunteers alleged to have caused harm

Support to the accused member of staff

8.2 As soon as possible after an allegation has been received, the accused member of staff should be advised to contact their union or professional association. The Trust's HR Lead should be consulted at the earliest opportunity in order that appropriate support can be provided via the organisation's occupational health or employee assistance programme.

Keeping the accused member of staff informed

8.3 Subject to restrictions on the information that can be shared, the accused person should be informed, as soon as possible, about the nature of the allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action and dismissal or referral to the DBS or regulatory body). If the matter is subject to police involvement, the police should always be consulted prior to any discussion with the accused so criminal investigations are not compromised.

8.4 The accused member of staff should:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved
- Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process
- If suspended, be kept up to date about events in the workplace.

Confidentiality

8.5 Every effort should be made to maintain confidentiality while an allegation is being investigated or considered. This includes staff involved and parents/carers. Apart from keeping the child, parents and accused person (where this would not place the child at further risk) up to date with progress of the case, information should be restricted to those who have a need to know, in order to protect children, facilitate enquiries and manage related disciplinary or suitability processes.

9. Non-Recent Allegations (historic)

9.1 Where an adult makes an allegation of a non-recent nature that they were abused as a child, the individual will be advised to report the allegation to the police, and the trust/school will report the allegation to the LADO.

10. Low Level Concerns

10.1 This section applies to all concerns (including allegations) about members of staff, including supply teachers, volunteers and contractors, which do not meet the LADO threshold.

Definition of low-level concerns

10.2 The term 'low-level' concern is any concern, no matter how small, that an adult working in or on behalf of the trust and schools may have acted in a way that:

- Is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, **and**
- Does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the LADO.

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

- Being overly friendly with children;
- Having favourites;
- Taking photographs of children on their mobile phone;
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door;
- Using inappropriate sexualised, intimidating or offensive language;
- Sharing personal mobile numbers with children
- Social media use

Sharing low-level concerns

10.3 The trust recognises the importance of creating a culture of openness, trust and transparency to encourage all staff to share low-level concerns so that they can be addressed appropriately.

10.4 All staff are required to report low level concerns directly to the Headteacher or the CEO where they involve central trust staff.

Responding to low-level concerns

10.5 The CEO/Headteacher will collect all available evidence where necessary by speaking directly to the person who raised the concern, unless it has been raised anonymously; to the individual involved, and to any witnesses.

10.6 The information collected will then be used to categorise the type of behaviour and determine any further action, in line with the staff Code of Conduct.

10.7 If the concern is of a safeguarding nature, liaison with the LADO will be carried out, in line with the expectations from Oxfordshire LADO team. The LADO can be re-contacted at any time if the evidence that is gathered raises further concerns or meets the allegation thresholds.

Record keeping

10.8 All low-level concerns will be recorded and anonymised data reported to LGBs and Trust Board three times each year. In addition to details of the concern raised, records will include the context in which the concern arose, any action taken and the rationale for decisions and action taken.

10.9 Records will be:

- Kept confidentially.
- Reviewed so that potential patterns of concerning, problematic or inappropriate behaviour can be identified. Where a pattern of such behaviour is identified, we will decide on a course of action, either through our

disciplinary procedures or, where a pattern of behaviour moves from a concern to meeting the harms threshold.

- Retained at least until the individual leaves employment at the school or trust.

10.10 Where a low-level concern relates to a supply teacher or contractor, the individual's employer will be notified, so any potential patterns of inappropriate behaviour can be identified.

11. Oxfordshire LADO Managing Allegations Flowchart

Managing concerns about people that work or volunteer with children

This flowchart describes the process for reporting concerns and allegations about someone in a position of trust

