



Guidance for Managing Allegations and Serious Complaints against Foster Carers

Blackpool Council



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Introduction and Legal Framework

Blackpool Fostering Service is committed to ensuring that the children and young people in their care are kept safe and have a good experience of family life. It also acknowledges that there are times when children and young people may make a false allegation due to their own previous experiences. However, some foster carers do abuse children and young people and whenever there is an allegation or complaint about a foster carer Blackpool Council have a duty to investigate and do all that they can to ensure that children and young people are protected and kept safe.

Ref: Regulations 12 (Fostering Regulations 2011) and NMS 22 (Fostering National Minimum Standards 2011)

This document should also be read alongside the <https://www.blackpoolsafeguarding.org.uk/managing-allegations>

Safeguarding Children and Young People in the Foster Home

Blackpool Fostering Service aims to ensure that staff and foster carer recruitment takes place in a robust and safe way and all the relevant safeguard checks and references take place.

When children and young people are being discussed for care with foster carers, matching is considered taking into account the needs of the child or young person and the skills and abilities the foster carer is able to offer. Foster carers should be provided with all the relevant information prior to agreeing to care for the child, so a fully informed decision can be made regarding the appropriateness of the match with the child and young person as well as for all others within the fostering household. Any risk assessments regarding the child or young person should be completed for example, bedroom sharing with a brother or sister, or managing children's complex behaviour as a result of their life experiences.

The foster carers family safe care plan should also be updated to include the new circumstances as well as include all household members and current children and young people in the household (not just children in foster care).

Allegations against foster carers in their personal lives

If an allegation or concern arises about a foster carer or an adult member of the fostering household, outside of their work with children, and this may present a risk of harm to child or young person for who the foster carer is responsible, the general principles outlined in the safeguarding procedures and managing allegations against adults who work with children will still apply.

Allegations against Foster Carers - Procedures

It is recognised that children and young people will make allegations against their foster carers and in all cases these must be investigated appropriately and in line with the safeguarding procedures.



1. Timescales

The Fostering Statutory Guidance 3.80 - 3.81 states that it is in everyone's interest for allegations and serious concerns to be dealt with expeditiously, fairly and thoroughly and that unnecessary delays are avoided. Indicative timescales will depend on the nature, seriousness and complexity of the allegation:

80% of cases should be resolved in 1 month;

90% within 3 months;

All but the most exceptional should be completed within 12 months

In cases where the nature of the complaints or allegation does not require formal action, the fostering service should institute appropriate action within 3 working days. If action is required and can be taken without further investigation, this should be done within 15 working days.

2. Referral and initial consideration of the allegation (see flowchart – Appendix 3)

If an allegation has come to the attention of the Fostering Team, supervising social worker regarding a foster carer the supervising social worker must:

- Immediately inform their line manager
- When informed of a concern or allegation, the line manager should not investigate the matter or interview the member of staff, child concerned or potential witnesses. They should:
 - Obtain written details of the concern/allegation verbally or e mail then, on Mosaic;
 - Record Management oversight on Mosaic;
 - Record any information about times, dates and location of incident/s and names of any potential witnesses;
 - Record discussions about the child and foster carer at this stage, any decisions made, and the reasons for those decisions on Mosaic.
- The **Fostering manager** should report the allegation to the LADO (Local Authority Designated Officer, for the area in which the carer lives) and discuss the decision in relation to the agreed threshold criteria within 1 working day if the allegation appears to meet the criteria. These criteria are:

The initial consideration of the LADO is whether a carer has:

- (i) behaved in a way that has harmed a child, or may have harmed a child;
- (ii) possibly committed a criminal offence against or related to a child; or
- (iii) behaved towards a child or children in a way that indicates they may pose a risk of harm to children



The LADO role is able to give advice and guidance on how concerns or allegations should be investigated against **adults** working with children. This should not be confused with allegations made by children against other children, which is not the remit of the LADO.

They do not investigate but must ensure that an appropriate investigation is carried out, whether that is by the police, children's social care or the employer or a combination of these.

The LADO initial consideration meeting and subsequent review meetings do not replace strategy discussions and management planning meetings.

In Blackpool the duty LADO can be contacted on LADO@blackpool.gov.uk or contact number 01253 477558

If an allegation requires immediate attention, but is received outside normal office hours, the line manager should consult the local authority children's social care emergency duty team in which the child lives or the local police and inform the LADO as soon as possible.

The joint discussion will agree the course of action and under which category the investigation will take place e.g. Section 47.

Whenever there is an allegation any of the following should also be considered:

- A police investigation of a possible criminal offence;
- Children's Social Care enquiries and/or assessment about whether a child is in need of protection or services;

Primary consideration should be given to the safety of children in the care of the foster carers. This may result in immediate removal of the children or that the children remain in their care for the interim period. A risk assessment will need to be made concerning each child's individual needs and circumstances. The decision to remove immediately must be taken in consultation with the Team Manager Service Manager and / or Head of Service and any other key professionals involved.

Other actions may be required at this stage. If the criteria for Section 47 are met a Strategy Meeting will be required. If the criteria for Section 47 are not met, then a Planning Meeting/discussion will be required. (See flowchart in Appendix 3)

3. Section 47 Investigations

If there is a cause to suspect that a child is suffering or is likely to suffer significant harm a Section 47 investigation should be initiated. This will involve require a strategy meeting/discussion.



Follow up Strategy Meeting - at this meeting the outcome of the allegations should be agreed a professional decision should be made as to whether an early Fostering Household Review should be arranged. If an early Review is convened the outcome of this should be presented to the fostering panel with recommendations from the Fostering Service.

4. Standards of Care Investigations

- i. Standards of Care investigations would be required when there are concerns about the conduct attitude or practices but significant harm thresholds are not met. This could also include an accumulation or worsening of 'one-off' or continuing low level concerns about day to day care.
- ii. A Management Planning Meeting will take place and will be chaired by the Team Manager for fostering and attended by the allocated social worker, SSW and relevant team manager. This meeting will evaluate the level of concern and determine whether the conduct of the foster carer has called into question his/ her suitability to continue working with children in their current situation. These meetings should be conducted in the same way as a strategy meeting and follows the same guidelines as stated in the Safeguarding Procedures. This meeting will also agree what information can be shared with the carer and the time scales for this.
- iii. A decision will be made whether the investigation should take place offline or by the fostering service. An investigation may be conducted off-line in situations such as where there are identified patterns of behaviour, a need for independence is recognised or due to the severity of the concerns raised.
- iv. The investigating officer should complete the investigation within 28 days and present a report to a final Management Planning Meeting (See Appendix 1 for proforma for report)
- v. A concluding Management Planning Meeting should be held and chaired by the fostering team manager. At this meeting the outcome of the allegations should be agreed using the following definitions described later in this document. At this meeting a professional decision should be made as to whether an early Fostering Household Review should be arranged.
- vi. If there is not an active LADO referral, if at any point the information raises concerns that could meet the criteria for LADO, as outlined in point 2, the fostering Team Manager will have further discussion with the LADO to discuss a referral to LADO.
- vii. If an early Review is convened the outcome of this should be presented to the Fostering Panel and decision made by the ADM. The LADO should be updated on the outcome of the Review and Fostering Panel.



Preparation for the Strategy Meeting/Management Planning Meeting

- The child or young person's social worker will ensure that the following information is available to the meeting:
- The full name and date of birth of the child or children
- Whether the child has any special needs, communication difficulties, or uses a language other than English
- How long the child has been in the care of the foster carers
- Significant recent events in the child's life
- Details of any other workers closely involved with the child
- The dates the child was last seen by the worker and the circumstances
- Any previous concerns the worker has had about the carers and what action was taken
- Details of the child's own family members, particularly those with parental responsibility
- The child's legal status
- If there are other children in the care of the foster carers or children adopted or an SGO and birth children, then their worker or manager will also prepare the information outlined above.

The **fostering supervising social worker** and their manager will ensure the following information is available to the meeting.

- Full name, address and dates of birth of the carers
- Whether apart from their fostering role the carers work or have worked with children in either paid or voluntary capacity
- Full name and dates of birth of any other adult members of the household
- Date of first approval, dates of carer reviews and current approval terms
- Carer's accreditation level and experience
- Details of children currently placed and their workers
- Details of other children living in the carer household or who have significant contact with the carers



- Any relevant information from household reviews
- A list of all names of all children previously placed with the carers and their dates of birth
- A summary of any previous concerns or allegations concerning these carers and their outcomes as recorded on file.

If a strategy meeting is held as part of the Section 47 enquiries, the investigation should take place in line with what has been agreed at that meeting.

A decision to suspend the carers could be made at any stage throughout this process if it was considered necessary to safeguard children.

Conclusion of Strategy Meeting(s) or Management Planning Meetings

The meeting should set a review date with a view to concluding the enquiry as soon as possible. This meeting/discussion should ensure that all tasks have been completed, including any referrals to the DBS if appropriate, and where appropriate, agree an action plan for future practice based on lessons learnt.

The Meeting should take into account the following definitions when determining the outcome of allegation investigations:

1. Substantiated – there is sufficient identifiable evidence to prove the allegation.
2. Unsubstantiated – There is insufficient evidence to prove or disprove the allegation.

At the concluding meeting there should be discussion about future foster carer approval, any support or training needs of the foster carer and whether a re-assessment is required. This information should be put in writing and sent to the foster carer within 5 working days.

Fostering Household Reviews

A Household Review should be arranged within 28 days of conclusion of any Section 47 investigations.

If a Management Planning Meeting is held then a professional decision should be made at its conclusion which states whether a household review is required.



At the Household Review any recommendations about support or training needs of the foster carer and whether a re-assessment is required should be discussed. The household review report should address the following:

- The findings of the enquiry,
- What, if any concerns remain;
- The views and experience of the carer;
- An analysis and recommendation from the SSW;
- Recommendation from the Fostering Team Manager
- Training issues;
- Any other issues relevant to an annual review;
- Other information relevant to the child in placement.

This process provides the carer(s) with the opportunity to reflect on their experience and consider the action they might wish to take.

Following the Household Review all the relevant information should be presented to the fostering panel which the carers must be invited to. They must be informed of the panel date and information on the complaints and access to files procedures.

Note: The minutes of the Management Planning Meeting/strategy meeting cannot be shared with the foster carer but the relevant information in these should be used by the fostering service to inform the household review and panel (if applicable) providing a summary of the allegation, investigation and outcome reached.

5. Other Concerns

- i. There may be some occasions when the concerns are not considered serious enough to warrant a formal investigation. This decision would be made after the initial consultation with the LADO. This could include, but is not limited to:
 - Quality or nature of diet, clothing, routine care and low level discipline issues
 - Concerns around the foster carers private life
- ii. Whatever actions are agreed after the initial discussion with the LADO, these should be completed by the fostering service.
- iii. The LADO should be informed of the outcome of any actions agreed.

Recording

In line with the Fostering Guidance 2011 information on allegations should be retained on file at least until the person concerned reaches normal retirement age, or for 10 years if that is longer. The purpose of the record is to enable accurate information to be given in response to any future request for a reference.



- Supervising Social Workers should record all the key stages and outcomes, under case notes on the foster carer's protocol record
- Supervising Social Worker to complete and initiate the incident form process (see below)
- The Investigating Social Worker to complete a report of the investigation and outcome
- Minutes of any Strategy Meeting/Management planning meeting should be uploaded onto the carer electronic record

Standards of Care: The Supervising Social Worker need to record what standards of care are being considered, what discussions are held and the outcome. The report for standards of care investigations, which should be completed by the investigating officer, should also be placed on the foster carer electronic file at least until the person concerned reaches normal retirement age, or for 10 years if that is longer.

Use of Suspension

Suspension should be considered in any case where:

- there is cause to suspect a child is at risk of significant harm or;
- the allegation warrants investigation by the police; or
- the allegation is so serious nature it might be grounds for recommending termination of approval

Suspension should not be seen as an automatic response to an allegation or imposed as a 'knee jerk reaction'; in some cases it will not be immediately obvious that suspension is appropriate. The need for suspension may only become clear after information has been shared and/or there has been discussion with other agencies at a strategy/management planning meeting.

If a decision is reached where we would not wish to place any further children with the carer during an investigation then suspension should be considered.

Foster Carer's fees

If a foster carer is suspended the continuation of their fee will continue until the conclusion of the investigation based on the level of fee that the carer was receiving at the point of suspension. Any allowances for children will cease when a child or young person leaves the placement.

Foster Carer Support

As noted, the role of the Fostering Service in the provision of support should have been considered at the strategy meeting. An information leaflet for carers who are subject to an allegation should be given to the carers (appendix 2)



The SSW should explain his/her role during the enquiry to the foster carer. Supervising Social Workers must be clear with foster carers what they are able to discuss openly about the enquiry following the agreement at the strategy meeting.

Foster carers must be signposted to alternative support networks Blackpool commissions Fostering Independent Support Service (FISS) to provide independent support to foster carers who are subject to an allegation. Referrals are made on a case by case basis, with the agreement of the foster carer, by the supervising social worker. An Independent Support Worker is then allocated to the carer and they will make contact to the carer direct.

During the course of enquiry, the carers have a right to:

- details concerning the nature of the allegations unless to do so would compromise actions to safeguard the child or any potential police investigation. Timing of this will be dependent upon the decision of strategy/management planning meeting and the progress of investigation
- written contact details of relevant managers
- a written copy of procedures being followed
- a written statement, if appropriate, concerning the allegations made – the strategy/management planning meeting should agree what information can be shared
- a written statement about financial arrangements during the enquiry
- make a written statement to the Fostering Team
- an indication of timescales for the enquiries
- details of independent support and how it can be accessed
- written details of decisions made if appropriate and actions noted.

Representations regarding changes or terminations of approval

See also the Termination of Approval Policy

The Fostering Service is required to take account of any recommendation made by the Fostering Panel. The foster carer(s) must be given the opportunity to attend panel. They should be sent all documentation being presented to panel other than confidential third-party information, and have ten working days in which to make written presentation to panel in response

If the ADM proposes to amend the terms of the foster carers approval this should be put in writing to the foster carer together with the reasons for this and a copy of the fostering panel's



recommendations. The foster carer must be advised that they may within 28 days of the notice either submit written representations to the decision maker or apply to the Secretary of State for a review of the determination by the Independent Review Mechanism (IRM). If an application is referred to the IRM the fostering service must within 10 days of this notification supply the IRM with the documentation submitted to the fostering panel and any other relevant information received subsequently (Regulation 29 Fostering Regulations 2011).

If Representations are received the matter must be referred back to the Fostering Panel, and a decision then made taking account of the panel's further recommendations.

If no representations are received from the carer within 28 days and no referral is made to the Independent Review Mechanism, the Fostering Service can proceed to make its decision; this will be made by Decision Maker for the Fostering Service.

The role of the Disclosure and Barring Service (DBS)

The Disclosure and Barring Service (DBS) role is to help prevent unsuitable people from working with children and vulnerable adults.

If an allegation is substantiated and the person is terminated as a foster carer, consideration should be given about referral to the DBS

More information about the DBS is available on: [Gov.UK - DBS](https://www.gov.uk/government/organisations/disclosure-and-barring-service)

Referral requests to the DBS should be discussed and recommended at the Fostering Panel and agreed by the ADM (Agency Decision Maker). The LADO should be informed of this decision by the Fostering Team Manager.



Appendix 1

Report for Standards of Care Investigations

Name of Carer(s)	
Current approval including preferred age range	
Children Involved and Legal Status.	

Reason for referral

Relevant Training Support and Development Standards being considered with supporting evidence

Please refer to any relevant Standard:

Relevant Chronology of Carer

This can be attached to the document:

Actions Taken

Include any sources used e.g. who has been interviewed, any reports referred to etc.



Analysis

Recommendation

Appendix 2

Useful information for carers who have been subject to an allegation

This information sheet is for foster carers who have been subject to an allegation. It contains key information about people you can contact, terms you may come across, the role of professionals involved and where you can get support. We have also included a flow chart of the process that is undertaken for allegations and the process that is undertaken when an allegation is made against a foster carer.

Useful Contacts

Fostering Team Manager	
Supervising Social Worker	
Independent support from Fostering Network	

Suspension

Suspension is a neutral act and is considered in any case where:

- There is cause to suspect a child is at risk of significant harm; or
- The allegation warrants investigation by the police; or
- The allegation is so serious that it might be grounds for dismissal

It will be considered in any situation where the authority does not wish to place any further children with you while it undertakes its enquiries.

If you are suspended it is **'without prejudice'** but you will not be able to continue fostering while the situation is fully investigated.

Support is available to you (see below) and you should be kept fully informed of the process and what is happening. Sometimes we are unable to give you much information about the allegation due to the independent nature of the investigation which we would not want to prejudice. We will give you more information as soon as we are able. It is not possible to be able to say how long this may last but Blackpool Council will try and deal with things in as short a time as possible but will need to gather all the relevant information in order that a fair



assessment is made. You should also not attend foster carer training or support groups during this time.

Standards of Care Investigations

A standards of care investigation will be undertaken when there are child protection concerns but the 'significant harm' threshold is not met. This would be when concerns are expressed in relation to the conduct, attitude or practices of the foster carer; it could include accumulating, worsening 'one off', or continuing low level concerns about day-to-day care.

Section 47 Investigations (Children Act 1989)

If there is a cause to suspect that a child is suffering or is likely to suffer significant harm, a Section 47 investigation will be initiated.

"Harm" is the "ill treatment or the impairment of the health or development of the child" and it is determined "significant" by "comparing a child's health and development with what might be reasonably expected of a similar child".

If 'significant harm' is suspected the local authority must make, or cause to be made, such enquires as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare.

Role of the Fostering Team Manager

- Be available to you if you have any questions
- Liaise with the LADO
- Attend strategy meetings
- Liaise with other professionals involved with the investigation
- Provide any relevant information during the process of the enquiry

Role of the SSW

- Keep you informed of the process and any decisions that are made
- Provide any relevant information during the process of the enquiry
- Attend strategy meetings
- Ensuring you are aware of where you can access independent support
- Will undertake any paperwork required during the process, including household reviews and fostering panel

Role of LADO (Local Authority Designated Officer)

The Blackpool LADO is specifically involved in cases where there is a concern or allegation that someone working or volunteering with children:

- has or may have harmed a child
- may have committed a criminal offence related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children



They give advice and guidance on how concerns or allegations should be investigated against **adults** working with children. This should not be confused with allegations made by children against other children, which is not the remit of the LADO.

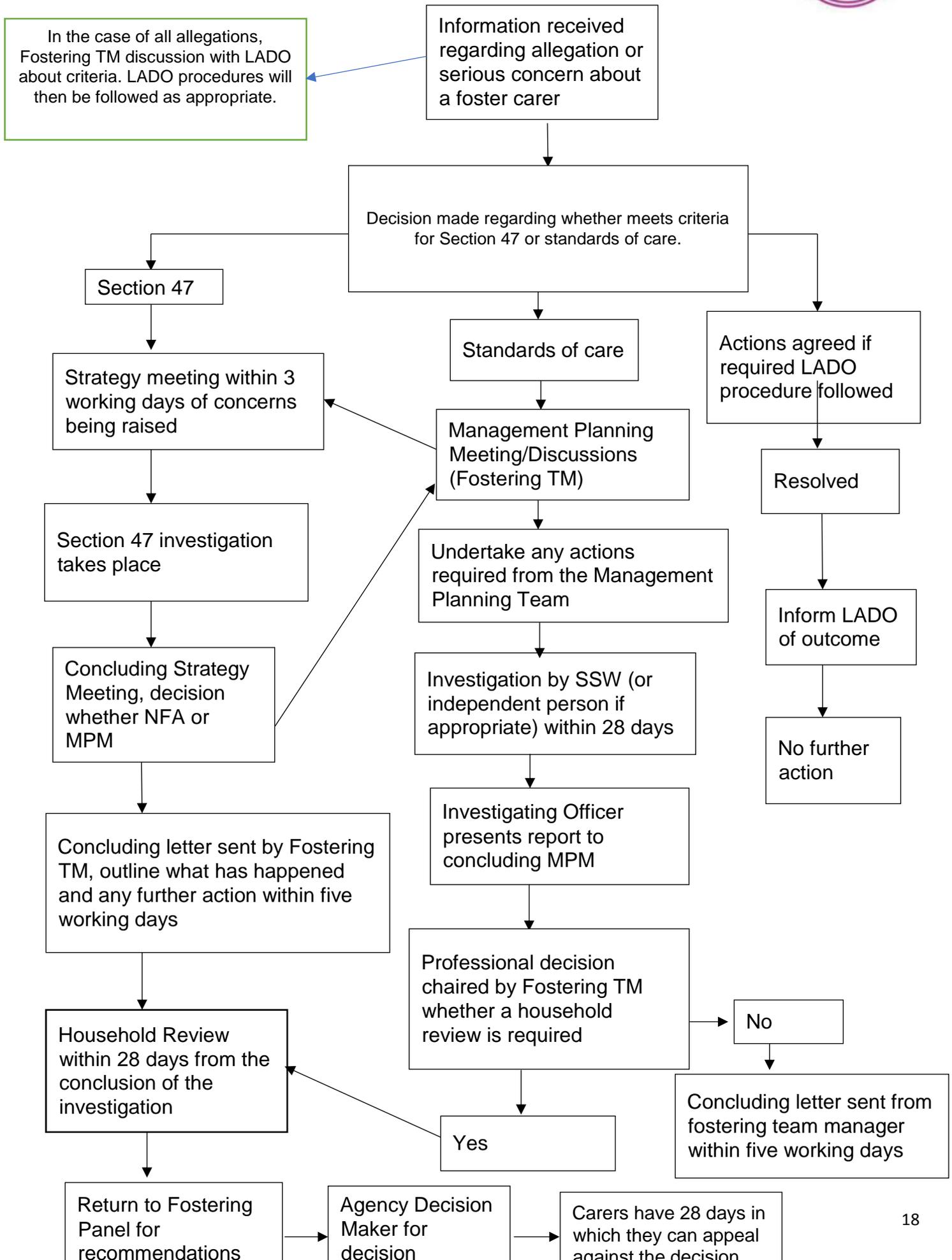
They do not investigate but must ensure that an appropriate investigation is carried out, whether that is by the police, children's social care or the employer or a combination of these.

Independent support for carers

Blackpool has a contract with Fostering Network to provide independent support for carers who are subject to an allegation. Referrals for support are made on a case by case basis, with your agreement as the foster carer, by your supervising social worker. An Independent Support worker is then allocated to your case and they will make direct contact with you. They will support you through telephone calls, emails and home visits. They will offer emotional support and also important practical support, helping you to understand the process and procedures regarding allegations, attending any review you may have to go to, including the fostering panel, and helping with any documentation you may have to write.

If you are a foster carer facing an allegation and would like independent support, contact your supervising social worker to request the support and an Independent Support Worker will be in touch within a day or two to provide their expertise and guidance until the allegation or complaint against you is resolved.

Please note the flow chart in Appendix 3 is also included with this document



Appendix 4

The Haringey Model may prove useful in guiding Team Managers between what is a Section 47, a Standards of Care Concern or a minor concern they can manage themselves. If you are uncertain, discuss with the LADO.

It is anticipated that adopting the 'Haringey model' will give agencies greater clarity about the type of issues they can deal with themselves, those which they could discuss with L.A.D.O. and which they SHOULD discuss with L.A.D.O. The model gives clear examples of the types of abuse which may occur and also identifies the actions which should be taken.

'HARINGEY MODEL' L.A.D.O. Thresholds tier model

L.A.D.O. REFERRALS INDICATOR TOOL

<i>Indicators Matrix LADO= Tiers 1-4</i>			
Tier 1: Incident that does not need L.A.D.O. input but may be a conduct issue.	Tier 2: Incident which might require logging with L.A.D.O. but will be 'No Further Action'	Tier 3: Incident which requires consideration of referral to other agency such as police or Ofsted	Tier 4: incident which requires immediate suspension/ police Referral/ arrest/ immediate action to protect child.
<p>Complaint made by parent or carer or comment made by child that does not seem to have any corroborating evidence. There is no injury seen, or witness accounts do not corroborate the allegation, the manager is confident this does not meet the threshold for a referral but is intending to investigate further.</p> <p>In such cases the relevant manager may wish to have a consultation discussion with the L.A.D.O. and both can make a record of the discussion and agree it will be dealt with internally, in case further information comes to light to</p>	<p>Member of staff alleged to have acted or reacted in a way considered inappropriate but not harmful; parental or child complaint about such an incident, to outside agency eg. Ofsted, who have referred to L.A.D.O. for further enquiries; allegation made but manager believes at this point they can deal with this internally and are checking with L.A.D.O. for information only.</p> <p>This category also includes volunteers and professionals where there are domestic issues which</p>	<p>Allegation made which meets the threshold for referral to L.A.D.O. and appears in the first instance to meet the threshold for referral to police.</p> <p>Such cases may not always involve serious injury to a child but present as a breach of the position of trust the professional or volunteer was in.</p> <p>A proportion of these types of referral may result in a 'no crime' outcome from police, but the allegations process must be followed as the referring information met the threshold.</p> <p>Sometimes these referrals do not immediately appear to have a</p>	<p>Allegation made with credible corroborating evidence, where a child has been injured or harmed.</p> <p>Behaviour by the professional or volunteer which is deemed to be extremely concerning towards the children they are caring for and requires immediate suspension.</p> <p>Allegation by a member of the professional/ volunteer's family which is so serious it requires immediate consideration by employer.</p>

<p>question why no formal L.A.D.O. referral was made. However no names will be used as this does not meet the threshold for a record about a named person to be kept.</p>	<p>require them to inform their line manager (for example a section 47 investigation at home) but the employer/manager is clear there are no risks presented by this person in their place of work.</p> <p>These are incidents where an escalation to a police referral would be considered a disproportionate response.</p> <p>These cases are likely to meet the threshold for a confidential record to be kept by the L.A.D.O. with the knowledge of the person concerned and their manager.</p>	<p>criminal element but the reported actions mean that a regulatory body such as Ofsted, or the National Council for Teaching and Leadership, or HCPC, will need to be informed.</p> <p>It is essential in these cases that there is a clear outcome, and this is communicated to the professional/volunteer. These referrals can result in a note on future DBS checks and could have an impact on the professional/volunteer's future career.</p>	
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Physical abuse

<p>Examples could be: child objecting to a sanction imposed in school, describing an event to parent who then comes in to complain about how their child says they have been treated; but does not have all the information.</p> <p>Young person in children's home involved in a confrontation and making accusations where there were several witnesses and there is an incident report that appears to refute the child's account that they were harmed.</p> <p>An allegation that is made second or third hand and</p>	<p>Examples could be: child accusing teacher of pushing them, when it appears they were being guided away from a situation (covered by 'Use of Reasonable Force' DfE 2013).</p> <p>Nursery worker seen by parent to be pulling a child away from a situation, parent considers this is done roughly but professional claims it was to remove child from a confrontation where they may have been harmed/ may have harmed another child.</p> <p>Professional or volunteer accused of domestic</p>	<p>Examples could be a credible disclosure by a child or young person that uses the word 'hit' or 'hurt'; yet there is no injury seen and no corroborating evidence of child's account.</p> <p>Restraint that has caused an injury to the person being restrained.</p> <p>An incident witnessed, where there is a physical exchange between staff and child or young person. It is unclear whether self-defence or retaliation was involved. The matter needs full investigation.</p>	<p>Child has clearly been injured or could have been injured as a direct result of the actions of a professional or volunteer.</p> <p>Incident within the professional/ volunteers home life that is of high risk and high level of concern.</p>
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<p>facts are not clear, or the professional alleged to have done this was not there at the time; or there is confusion about the account.</p>	<p>violence assault on own children but there have never been any concerns at work about him/her.</p>		
<p>Sexual abuse</p>			
<p>A school girl telling a friend, who tells the teacher, that another teacher 'makes her feel funny when he looks at her' but no other concerns or complaints expressed.</p>	<p>A professional or volunteer makes an inappropriate remark that appears on the surface to be naive rather than potentially grooming, or acts in a way that could be deemed unprofessional.</p>	<p>A very young child still requiring personal care/nappy changing, indicates that a nursery worker touched him/her in the genital area</p> <p>A professional or volunteer has been sending inappropriate but not necessarily sexual, texts to young people he/she works with.</p>	<p>Professional or volunteer arranging to meet young person outside the work environment and asking them not to tell anyone; or making inappropriate contact through social media with sexual overtones.</p>
<p>Emotional abuse/ neglect</p>			
<p>A child with a history of challenging behaviour, alleging s/he feels bullied by a well-respected member of staff.</p> <p>Concerns that family members of the professional or volunteer may be involved in criminal activity.</p>	<p>Teacher under stress who is heard to shout inappropriately at the children one day towards the end of term.</p> <p>Childminder witnessed to ignore children crying and speak rudely to them, but further context not known.</p>	<p>A foster carer where there have been several complaints about poor practice and standards of care; children in their care who are not always clean or appropriately dressed, or seen to be treated in a way that causes concern to observing professionals.</p>	<p>Making racist or derogatory remarks to a child or young person in the presence of witnesses.</p>

Suggested actions

<p>Managers to investigate further to satisfy themselves this matter does not meet the threshold for a referral outside the organisation, and identify any appropriate actions.</p>	<p>Investigate further with a clear view that this could be escalated to a full L.A.D.O. referral if more information comes to light. If no further information is discovered, offer words of advice/ training and make a record of this on the professional or volunteer's personnel file.</p>	<p>Full referral to L.A.D.O. and consideration of what actions are required under the procedures. This may or may not include referral to police.</p>	<p>Full referral to L.A.D.O. and consideration what actions are required under the procedures. This will include referral to police.</p>
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