Key points

- Regardless of the nature of the allegations and who receives the allegation, it must be reported to the LADO Service immediately. This must also include situations where the worker resigns. Compromise agreements are not acceptable in such circumstances and may put others at risk in the future
- Complaints procedures are separate to the allegations process and just because someone does not wish to make a complaint, this does not mean the allegation should not be considered and investigated
- Unless the allegation is found to be false or malicious, records should be kept for 10 years.
- LADO procedures may also apply to an individual who work with children, but the allegations or concerns arise in their private life
- All settings should have an up to date managing allegations or whistle blowing policy
- Do not investigate the matter, question the victim, alleged perpetrator or potential witnesses without a consultation with the LADO Service
- Ensure children are safeguarded, make a referral to the SPA/MASH if required
- The LADO Service is available to offer advice and support on any safeguarding or managing allegation matters, so if in doubt, always make a call to the service

Contact the LADO

E: LADO@achievingforchildren.org.uk

T: 020 8891 7370

Kingston and Richmond SPA: 020 8547 5008

Windsor and Maidenhead MASH: 01628 683150

Managing allegations against staff and volunteers working with children

achieving for children

The LADO Service

Every local authority has a statutory responsibility to have a designated officer (LADO) who is responsible for co-ordinating the response if an allegation is made against staff or volunteers who work with children. Most allegations against staff or volunteers relate to their behavour in the work place. However, some concerns may relate to their personal life or the care of their own children.

In Achieving for Children we have a LADO Service. We work to the London Child Protection procedures which can be found at www.Londoncp.co.uk.

The LADO's key role is to:

- provide advice and guidance to employers or voluntary organisations
- liaise with police and other agencies including Ofsted and professional bodies such as the General Medical Council and the Teaching Regulation Agency
- monitor the progress of referrals to ensure they are dealt with as quickly as possible, consistent with a thorough and fair process
- seek to resolve any inter-agency issues
- collect strategic data and maintain a confidential database in relation to allegations
- disseminate learning from LADO enquiries throughout the children's workforce

What will the LADO Service advise you when you refer an allegation?

- Whether the allegation meets the threshold for LADO involvement
- Offer guidance on next steps (involvement of other agencies or internal disciplinary)
- How to manage talking about the concerns with the adult who may have harmed the child
- How to inform the child's parents or carers
- Their view regarding suspension, although the decision rests with the employer

LADO procedure flowchart

