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## LOW LEVEL CONCERNS POLICY

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This policy relates to all sections and activities of the school and its pupils, e.g. the Senior School, the Junior School (including EYFS), Wrap Around Care, Offsite Activities and School run Holiday Activities or Clubs.

### 1 POLICY STATEMENT

**1.1** Red House School understands the importance of a positive culture where concerns can be identified and spoken about openly, and acknowledges that this is a key element of a strong safeguarding system. This Low Level Concerns Policy seeks to ensure that all staff who work with children behave appropriately and to enable the early identification and prompt and appropriate management of concerns.

**1.2** As part of its whole school approach to safeguarding, the School will ensure that it promotes an open and transparent culture in which all concerns about all adults working in or on behalf of the School (including supply teachers, volunteers and contractors) are dealt with promptly and appropriately.

**1.3** Creating a culture in which all concerns about adults (including allegations that do not meet the harm threshold) are shared responsibly and with the right person, recorded and dealt with appropriately, is critical. If implemented correctly, this should encourage an open and transparent culture; enable the School to identify concerning, problematic or inappropriate behaviour early; minimise the risk of abuse; and ensure that adults working in or on behalf of the School are clear about professional boundaries and act within these boundaries, and in accordance with the ethos and values of the School.

**1.4** This Low Level Concerns Policy operates in conjunction, as appropriate, with the following School policies:

- Staff Code of Conduct
- Child Protection (Safeguarding)
- Child Protection (Suitability of Staff)
- Capability
- Disciplinary
- Whistle Blowing

### 2 THE IMPORTANCE OF SHARING LOW LEVEL CONCERNS

**2.1** Behaviour which is not consistent with the standards and values of an organisation, and which does not meet the organisational expectations encapsulated in the School's Staff Code of Conduct Policy, needs to be addressed. Such behaviour can exist on a wide spectrum from the inadvertent, through to that which is ultimately intended to enable abuse.

**2.2** All staff need to be informed about and be able to identify concerning, problematic or inappropriate behaviour and understand the importance of sharing concerns when they observe behaviour which violates the School's Staff Code of Conduct.

### 3 WHAT IS THE LOW LEVEL CONCERNS POLICY?

**3.1** The Low Level Concerns Policy enables all staff to share any concerns – no matter how small – about their own or another member of staff's behaviour with the Head or the Designated Safeguarding Lead (DSL). Safeguarding and promoting the welfare of children is everyone's responsibility.,

### 4 AIMS AND PURPOSE OF THE LOW LEVEL CONCERNS POLICY

**4.1** The aims of the Low Level Concerns Policy are to:

- Ensure that staff are clear about what appropriate behaviour is, and are confident in distinguishing expected and appropriate behaviour from concerning, problematic or inappropriate behaviour in themselves and others, and the delineation of professional boundaries.
- Empower staff to share any low level concerns with the Head or the DSL, and to help all staff to interpret the sharing of such concerns as a neutral act.
- Address unprofessional behaviour and support the individual to correct it at an early stage.
- Identify concerning, problematic or inappropriate behaviour including any patterns that may need to be consulted upon with (on a no-names basis if appropriate), or referred to, the Local Authority Designated Officer (LADO).
- Provide for responsive, sensitive and proportionate handling of such concerns when they are raised.

- Help identify any weaknesses in the School's safeguarding system.

**4.2** The purpose of the Low Level Concerns Policy is to create and embed a culture of openness, trust and transparency, in which the clear values and expected behaviour which are set out in the School's Staff Code of Conduct Policy are constantly lived, monitored and reinforced by all staff.

## **5 DEFINITIONS**

**5.1** Allegation that may meet the harm threshold. The term 'allegation' means it is alleged that an adult who works with children 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.

**5.2** In terms of managing cases of allegations that may meet the harm threshold, these might indicate a person would pose a risk of harm if they continue to work in their present position, or in any capacity with children in a school.

**5.3** Concern (including an allegation) that does not meet the harm threshold i.e. a low level concern. The term 'Low Level concern' does not mean that it is insignificant, it means that an adult's behaviour towards a child does not meet the harm threshold set out above (at paragraph 5.2). A low level concern is any concern, no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' that an adult may have acted in a way that:

- Is inconsistent with the School's Staff Code of Conduct Policy, including inappropriate conduct outside of work.
- Does not meet the allegation threshold, or is otherwise not serious enough to consider a referral to the LADO, but may merit consulting with and seeking advice from the LADO, and on a no-names basis if necessary.

**5.4** Although it is important that staff feel comfortable with, and are clear about, the concept of low level concerns, and know what to do if they have such a concern, they do not need to be able to determine in each case whether their concern is a low level concern, or if it is not serious enough to consider a referral to the LADO, or whether it meets the threshold of an allegation. Once staff share what they believe to be a low level concern, that determination should be made by the Head and the DSL.

## **6 WHO SHOULD STAFF SHARE LOW LEVEL CONCERNS WITH?**

**6.1** It is important that low level concerns are shared with the Head as soon as reasonably possible and, in any event, within 24 hours of becoming aware of it (where the concern relates to a particular incident). However, it is never too late to share a low level concern.

**6.2** If the Head is absent for any reason, low level concerns should be shared with the Deputy Head (Head of the Senior School), who is also the DSL, who will ensure they inform the Head immediately on their return.

**6.3** If any low level concern relates to the behaviour of the Head, it should be referred to the Chair of Governors.

**6.4** If there is a conflict of interest in sharing a low level concern with the Head, the low level concern should be shared with the Chair of Governors, unless there is conflict of interest in doing so, in which case it should be reported directly to the LADO.

## **7 SHOULD STAFF WHO SHARE A LOW LEVEL CONCERN BE ABLE TO REMAIN ANONYMOUS?**

**7.1** Staff are encouraged to consent to be named when sharing low level concerns, as this will help to create a culture of openness and transparency.

**7.2** If the staff member who raises a low level concern does not wish to be named, the School will respect that person's wishes as far as possible. However, there may be circumstances where the staff member will need to be named (for example, where disclosure is required by a court or the police) and, for this reason, the School will not promise anonymity to members of staff who share low level concerns.

## **8 SELF-REPORTING A CONCERN**

**8.1** Occasionally a member of staff may find themselves in a situation which could be misinterpreted or might appear compromising to others. Equally, a member of staff may, for whatever reason, have behaved in a manner which, on reflection, they consider falls below the standard set out in the School's Staff Code of Conduct Policy.

**8.2** Self-reporting in these circumstances can be positive for a number of reasons, and staff are encouraged to self-report on the basis that:

- It is self-protective, in that it enables a potentially difficult issue to be addressed at the earliest opportunity.
- It demonstrates awareness of the expected behavioural standards and self-awareness as to the member of staff's own actions or how they could be perceived.
- It is an important means of maintaining a culture where everyone aspires to the highest standards of conduct and behaviour.

## **8 SHARING AND REPORTING A LOW LEVEL CONCERN**

**8.1** The concern can be shared verbally with the Head in the first instance or the DSL, or a written summary of it can be provided to them.

**8.2** Where the low level concern is provided verbally, the Head or DSL will make an appropriate record of the conversation, either contemporaneously or immediately following the discussion and will exercise sound professional judgement in determining what information is necessary to record for safeguarding purposes.

**8.3** Where a low level concern relates to a person employed by a supply agency or a contractor, the School will notify that person's employer so that any potential patterns of inappropriate behaviour can be identified.

## **9 RESPONDING TO A LOW LEVEL CONCERN**

**9.1** Once the Head has received the low level concern, she will, in conjunction with the DSL if appropriate, and according to the nature and detail of the particular concern shared with her:

- Speak to the person who raised the low level concern, unless it has been raised anonymously.
- Speak to any potential witnesses, unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted.
- Speak to the individual about whom the low level concern has been raised, unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted.

**9.2** If they are in any doubt, seek advice from the LADO on a no-names basis if necessary.

**9.3** Review the information and determine whether the behaviour in question:

- Is entirely consistent with the School's Staff Code of Conduct Policy and the law.
- Constitutes a low level concern.
- Is not serious enough to consider a referral to the LADO, but may merit consulting with and seeking advice from the LADO, and on a no-names basis if necessary.
- When considered with any other low level concerns previously raised about the same person, could now meet the threshold of an allegation, and should be referred to the LADO/other relevant external agencies, and in accordance with the School's Child Protection (Safeguarding) Policy.
- In and of itself meets the threshold of an allegation and should be referred to the LADO/other relevant external agencies, and in accordance with the School's Child Protection (Safeguarding) Policy.

## **10 ACTIONS**

**10.1** If it is determined that the behaviour is entirely consistent with the School's Staff Code of Conduct Policy and the law:

- The Head will update the individual in question and inform them of any action taken.
- The Head will speak to the person who shared the low level concern to provide them with feedback about how and why the behaviour is consistent with the School's Staff Code of Conduct Policy and the law.

**10.2** If it is determined that the behaviour constitutes a low level concern:

- The Head will respond in a sensitive and proportionate way maintaining confidence that such concerns when raised will be handled promptly and effectively, whilst protecting staff from any potential false allegations or misunderstandings.
- Any investigation of low level concerns will be done discreetly and on a need-to-know basis.

**10.2.1** Most low level concerns by their very nature are likely to be minor. Some will not give rise to any ongoing concern and, accordingly, will not require any further action. Others may be most appropriately dealt with by means of management guidance and/or training. In many cases, a low level concern will simply require a conversation with the individual about whom the concern has been raised.

**10.2.2** Any such conversation with individuals in these circumstances will include being clear with them as to why their behaviour is concerning, problematic or inappropriate, what change is required in their behaviour, enquiring what, if any, support they might need in order to achieve and maintain that and being clear about the consequences if they fail to reach the required standard or repeat the behaviour in question. Ongoing and transparent monitoring of the individual's behaviour may be appropriate. An action plan which is agreed with the individual, and regularly reviewed with them, may also be appropriate.

**10.2.3** Some low level concerns may also raise issues of misconduct or poor performance. The Head will also consider whether this is the case by referring to the School's Disciplinary and/or Capability policies.

**10.2.4** If the Head considers that the School's Disciplinary or Capability policies may be triggered, the individual will have a full opportunity to respond to any factual allegations, which form the basis of capability concerns or a disciplinary case against them.

**10.2.5** Staff should be aware that when they share what they believe to be a low level concern, the Head will speak to the adult who is the subject of that concern no matter how 'low' level the concern may be perceived to be, unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted.

The purpose is to gain the subject's account and to make appropriate records, which may be referenced in any subsequent disciplinary proceedings.

- 10.2.6** How the School responds to a low level concern may be different depending on the employment status of the individual who is the subject of the concern i.e. whether they are an employee or worker to whom the School's Disciplinary and/or Capability policies would apply; or a contractor, Governor or volunteer. The School's response will be tailored accordingly.
- 10.2.7** If it is determined that the behaviour whilst not sufficiently serious to consider a referral to the LADO, nonetheless merits consulting with and seeking advice from the LADO, and on a no-names basis if necessary - Action (if/as necessary) will be taken in accordance with the LADO's advice.
- 10.2.8** If it is determined that the behaviour when considered with any other Low Level concerns that have previously been shared about the same individual, could now meet the threshold of an allegation, or in and of itself meets the threshold of an allegation - It will be referred to the LADO/ other relevant external agencies, in accordance with the School's Child Protection (Safeguarding) Policy.

## **11 LOW LEVEL CONCERNS RECORDS**

- 11.1** The School will retain all records of low level concerns, including those which are subsequently deemed by the Head to relate to behaviour which is entirely consistent with the School's Staff Code of Conduct Policy, in a central Low Level Concerns Log kept electronically.
- 11.2** Where multiple low level concerns have been shared regarding the same individual these will be kept in chronological order as a running record, and with a timeline alongside. These records will be kept confidential and held securely with access afforded only to a limited number of individuals such as the Head, the DSL, the Safeguarding Governor, the Deputy Safeguarding Governor and the Chair of Governors.
- 11.3** The Head will review the central Low Level Concerns Log periodically to ensure that all such concerns are being dealt with promptly and appropriately, and that any potential patterns of concerning, problematic or inappropriate behaviour are identified.
- 11.4** Where a pattern of behaviour is identified in respect of a specific individual, the Head will also consider whether any wider cultural issues are at play that may have enabled the behaviour and/or whether the School should arrange for additional training or a review of any of its policies to reduce the risk of it happening again.

## **12 HOW LONG SHOULD LOW LEVEL CONCERNS BE KEPT?**

- 12.1** Low level concerns will be retained securely by the School for as long as deemed relevant and necessary for a safeguarding purpose unless the School is required to disclose by law. For example, where the threshold of an allegation is met in respect of the individual in question.
- 12.2** In most cases, once a staff member leaves the School, any low level concerns which are held relating to them:
- Will be retained for the same duration as that individual's personnel file.
  - Will not be included in any onward reference, except as set out at paragraph 13 'References' below.
- 12.3** Low level concerns will be retained on the School's Low Level Concerns Log (securely and applying appropriate access restrictions) unless and until further guidance provides otherwise.

## **13 REFERENCES**

- 13.1** Where a low level concern, or group of concerns, has met the threshold for referral to the LADO and is found to be substantiated, it will be referred to in a reference.
- 13.2** Low level concerns, or a group of concerns, which have not met the threshold for referral to the LADO which relate only to safeguarding will not be included in references unless they relate to issues which would normally be included in a reference; for example, misconduct or poor performance.

## **14 THE ROLE OF THE GOVERNORS**

- 14.1** The Head will regularly inform the Board of Governors about the implementation of the Low Level Concerns Policy and any evidence of its effectiveness, e.g. by including anonymised reference to it in her Head's Report each half term.

## **15 MONITORING AND REVIEW**

- 15.1** The Low Level Concerns Policy will be monitored to ensure that it is being effectively implemented in practice and will be reviewed annually by the Head and in response to any relevant legislative, statutory or regulatory changes and/or changes in relevant guidance and/or safeguarding best practice.

Reviewed by: Dr R Ashcroft and Miss C Thompson  
September 2023

Ratified by: The Board of Governors  
September 2023

## **APPENDIX 1: DETAILS OF INDIVIDUALS IN ROLES DEFINED WITHIN THE LOW LEVEL CONCERNS POLICY**

Head: Dr Rebecca Ashcroft  
[rebecca.ashcroft@redhouseschool.co.uk](mailto:rebecca.ashcroft@redhouseschool.co.uk)

DSL & Deputy Head (Head of Senior School): Miss Claire Thompson  
[claire.thompson@redhouseschool.co.uk](mailto:claire.thompson@redhouseschool.co.uk)

DSL & Director of Wellbeing & Pastoral Care: Mrs Samantha Lindsay-Symington  
[samantha.lindsay@redhouseschool.co.uk](mailto:samantha.lindsay@redhouseschool.co.uk)

Safeguarding Governor: Mrs Leanne Boyd-Smith (Contact via the School Office)

Deputy Safeguarding Governor: Dr Fiona Hunt (Contact via the School Office)

Chair of Governors: Miss Victoria Duncan (Contact via the School Office)

### ALLEGATION

Behaviour which indicates that an adult who works with children has:

- Behaved in a way that has harmed a child, or may have harmed a child; and/or • possibly committed a criminal offence against or related to a child; and/or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children; and/or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

### LOW LEVEL CONCERN

Does not mean that it is insignificant, it means that the adult's behaviour towards a child does not meet the threshold set out above. A Low Level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' that an adult may have acted in a way that:

- Is inconsistent with an organisation's staff code of conduct, including inappropriate conduct outside of work, and
- Does not meet the allegation threshold, or is otherwise not serious enough to consider a referral to the LADO but may merit consulting with and seeking advice from the LADO, on a no-names basis if necessary.

### APPROPRIATE CONDUCT

- Behaviour which is entirely consistent with the School's Staff Code of Conduct Policy, and the law.