

An allegation against a person working with children can be made by people in a range of different circumstances. Some allegations are made by children, colleagues or other professionals, others are made by parents.

## Managing an allegation

The LADO **must** be contacted within one working day in respect of all cases in which it is alleged that a person who works or volunteers 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; or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

Complaints procedures are separate to the allegation's management process. Just because someone does not wish to raise a concern formally, it does not mean that the allegation should not be considered and investigated.

As an employer you have a duty of care towards the member of staff and will need to support them through the allegation process but also consider proportionate measures to ensure the safety of children.

## What to do if an allegation is made against a person working with children:

Agency receives information regarding an allegation

Ensure the child (ren) are safe and refer to MASH or the Police if required.

Do not investigate or question the alleged victim, perpetrator or witness without speaking to the LADO. However, keep concise records of the information you have received.

The LADO will agree a course of action with you with the following criteria.

**Advice:** Allegation threshold not met, but is recorded

**Consultation: Allegation threshold is met**, and the employer will be required to complete an internal investigation and liaise with the LADO service to reach a final safeguarding outcome. Disciplinary measures will also need to be considered.

**Referral: Allegation threshold is met**, and it is decided that a Managing Allegation Meeting is held to share information and agree actions to safeguard a child, which may include, police social care.

## What happens next:

If the allegation threshold has been met, there will need to be consideration to:

- What is required to safeguard the child/ren involved. What support is needed.
- Whether a Police or social care investigation is required
- What disciplinary procedures should be considered.
- What information should be shared with the person subject to the allegation.

Outcomes of an allegation are:

- **Substantiated:** there is sufficient evidence to prove the allegation;
- **Malicious:** there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive or cause harm to the person subject of the allegation;
- **False:** there is sufficient evidence to disprove the allegation;
- **Unsubstantiated:** there is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence; or,
- **Unfounded:** to reflect cases where there is no evidence or proper basis which supports the allegation being made.

**There may need to be further referral made by the employer to professional bodies/DBS etc. depending on the findings and the safeguarding outcome.**

Please complete the survey to register your experience of using the LADO service.  
<https://www.surveymonkey.co.uk/r/3NK7FD5>

### If you have feedback or need to make a complaint

Go to [www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk) and click on Report It, then click on Comment, compliment or complain, click Compliments and complaints and go down to How can I tell you about my complaint, comment and compliment? You will see an option to fill in the on-line form or you can call **01908 253817**.

### Data protection

We collect and use your personal information so that we can provide social care services under Children's Act 2004. If you want to know more about how we use this information and your other data rights, you can look at our website:

[www.milton-keynes.gov.uk/privacy](http://www.milton-keynes.gov.uk/privacy)

If you have a serious safeguarding concern about a child urgently contact the Multi Agency Safeguarding Hub (MASH)

### Further information:

#### Multi-Agency Safeguarding Hub (MASH)

Mon-Thur: 9.00am-5.00pm  
and Fri 9.00am-4.30pm  
Telephone: 01908 253169 or 01908 253170

#### Out-of-Hours contact Emergency SW Team

Monday to Thur: 5.00pm – 9.00am the following day,  
Fri: 4.30pm and then available all weekend.  
Telephone 01908 265545

#### LADO

Mon - Thurs: 9am - 5pm  
Fri: 9.00am- 4.30pm  
Tel: **01908 254307**  
[lado@milton-keynes.gov.uk](mailto:lado@milton-keynes.gov.uk)

LADO information and Notification form:  
<https://www.milton-keynes.gov.uk/children-young-people-families/children-s-social-care/the-role-of-the-lado-local-authority-designated-officer>



## Working with the Milton Keynes LADO

### INFORMATION FOR EMPLOYERS



Managing allegations regarding people who work or volunteer with children and young people in a position of trust

Milton Keynes Council  
Civic, 1 Saxon Gate East  
Central Milton Keynes  
MK9 3EJ

M19212 - September 2021

Tel: **01908 254307**

