

The Charter Schools Educational Trust

Safeguarding concerns and allegations made about staff, supply staff, contractors and volunteers

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1 Introduction

- 1.1 The Charter Schools Educational Trust (the 'Trust') takes the safeguarding of its pupils very seriously and we recognise that it is extremely important that any safeguarding concerns or allegations made against a member of staff, supply staff, trainee teachers and all contracted staff or volunteers is managed quickly and effectively. It is also important that low level safeguarding concerns are recognised and reported so behaviours can be appropriately managed.
- 1.2 This policy sets out how the Trust and its schools will manage safeguarding concerns and allegations made about a member of staff, supply staff, trainee teachers and all contracted staff or volunteers at our schools. It meets the requirements of the Department for Education statutory guidance for managing allegations set out in Part 4 of [Keeping Children Safe in Education 2026](#).
- 1.3 This policy is set out in two parts. The first part deals with allegations made against members of staff, including supply staff, contractors or volunteers, together with allegations relating to incidents that happened when an individual or organisation was using the Trust premises for the purposes of running activities for children. The second part deals with low level concerns raised in relation to any member of staff, supply staff, trainee teacher, contracted staff or volunteer.

2 Part One: Managing allegations made against members of staff, supply staff, trainee teachers, contractors or volunteers

- 2.1 This part of the policy will be followed when managing such allegations and may be adapted to each case as required. Whilst it will be used in all cases, Part 4 of Keeping Children Safe in Education 2026 requires that it is followed in any case where it is suspected or alleged that a member of staff, including agency staff, or a volunteer has:
- behaved in a way that has harmed a child or may have harmed a child (see our child protection and safeguarding policy for what we mean by 'harm');
 - possibly committed a criminal offence against or related to a child; or
 - behaved towards a child or children in a way that indicates the individual 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 The bullet points above include behaviours that may have happened outside of school that might make an individual unsuitable to work with children. This is known as transferable risk.
- 2.3 This policy will be used alongside our complaints policy and child protection and safeguarding policy, both of which can be accessed [here](#).

3 Reporting an allegation

- 3.1 The safety and welfare of our pupils is of paramount importance and so all staff must report safeguarding concerns and allegations immediately.
- 3.2 Allegations made against a member of staff, supply staff, trainee teacher or contracted staff or volunteer should be reported to the individual school's Headteacher (read also Principal).
- 3.3 Allegations involving the Headteacher, or any member of the Trust Central Services team should be reported to the Trust CEO.
- 3.4 Any allegation made against the CEO should be reported to the Chair of Trustees.
- 3.5 Staff are also encouraged to self-refer any incident where their own conduct may have fallen below the standards expected by the Trust's Code of Conduct, even where no complaint or concern has been raised by another person.
- 3.6 The Headteacher (or CEO/Chair of Trustees as appropriate) will then contact the local authority designated officer (LADO). The Headteacher will then act as the case manager. The Headteacher is replaced by the Trust CEO or Chair of Trustees as appropriate in the roles described in points 3.2 to 3.4.
- 3.7 When an allegation is made, the Headteacher will consider two aspects:
- looking after the welfare of the child; and
 - investigating and supporting the person subject to the allegation
- 3.8 In each case, the Headteacher will:
- apply common sense and judgement.
 - deal with allegations quickly, fairly and consistently; and
 - provide effective protection for the child and support the person subject to the allegation.
- 3.9 Before contacting the LADO, Headteacher will conduct basic enquiries to establish the facts to help determine whether there may be any foundation to the allegation. The Headteacher will contact the LADO and an initial discussion will take place to consider the nature, content and context of the allegation and agree a course of action. The school (or Trust as appropriate) Designated Safeguarding Lead may also be involved in this discussion. This discussion may conclude that:
- no further action is required; or
 - more information is required to determine a course of action; or
 - a strategy discussion should take place; or
 - police or social care should be involved.
- 3.10 The school (or Trust as applicable) will share relevant information with the LADO about the allegation, the child, and the person against whom the allegation has been made.
- If it is decided that a strategy discussion should take place, then the school will always attend that meeting. Representatives from other agencies such as health, social care and police may also be invited to the meeting.

- 3.11 Where an allegation is made or becomes known to the school relating to incidents that happened when an individual or organisation was using the school premises for the purposes of running activities for children the Headteacher will inform the LADO in accordance with paragraph 3.6 of this policy.
- 3.12 Where the school setting has a separately registered EYFS, the school will inform Ofsted of any allegations of serious harm or abuse made against any staff member. The school will notify Ofsted of the allegations and the steps that it has taken in respect of the allegation within 14 days of the allegation being made.

4 Investigating an allegation

- 4.1 An investigation into the allegation should normally be undertaken by a senior member of staff at the school (or Trust). Where no suitable staff are available or the nature or complexity of the allegation requires it, the Trust may appoint an independent investigator or a senior member of staff from one of the other Trust schools.
- 4.2 When determining the outcome of an investigation Part 4 of Keeping Children Safe in Education 2026 states that the following definitions should be used when determining the outcome of the investigation:
- **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 to 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.
 - **Unfounded:** to reflect cases where there is no evidence or proper basis which supports the allegation being made
- 4.3 In no circumstances would the school or Trust cease to use a member of supply staff due to safeguarding concerns without finding out the facts and liaising with the LADO to determine a suitable outcome. Whilst the school or Trust is not the employer of supply teachers, we will ensure allegations are dealt with properly and involve the supply staff agency in the process.

5 Supporting those involved

5.1 Parents/carers of the child(ren) involved

Parents or carers of the child involved will be told about the allegation if they do not already know of it. Where a strategy discussion is required, or police or children's social care need to be involved, the school will not tell the parents or carers until it has been agreed with those agencies what information can be shared.

The school will keep parents or carers informed about the progress of the investigation. Where there is no criminal prosecution, the school will tell parents or carers the outcome of the investigation. The deliberations of any disciplinary hearing, and the information taken into account in reaching a decision, will not normally be disclosed but the parents or carers of the child will usually be told the outcome **in confidence**.

5.2 The member of staff, supply staff, trainee teacher, contracted staff or volunteer

- 5.2.1 The Trust and its schools have a duty of care to its employees and will act to minimise the stress inherent in the investigation process.
- 5.2.2 The person who is the subject of the allegation will be informed as soon as possible, usually after the initial discussion with the LADO. The person will be advised of the likely course of action unless the police or children's social care raise an objection. In those circumstances the school will work with children's social care and the police to agree what information can be disclosed and when.
- 5.2.3 When considering an allegation against an individual not directly employed by the Trust; for example, supply teachers, trainee teachers or contracted staff provided by an employment agency or business, the school remains responsible for gathering the facts and managing the safeguarding process, while working closely with the employment agency or business.
- 5.2.4 The Headteacher (or CEO/Chair of Trustees as appropriate) will appoint a named representative to keep the person who is the subject of the allegation informed of the progress of the case and up to date on other school related matters. The Headteacher (or CEO/Chair of Trustees as appropriate) will also consider what other support may be appropriate for the individual. They may also be given access to support services provided by the Trust.
- 5.2.5 The person who is the subject of the allegation will be advised to contact their trade union representative, or a colleague for support.
- 5.2.6 Where an allegation is made against a member of supply staff, the supply agency should provide an additional support to that member of supply staff.

6 Suspension

- 6.1 Suspension is not an automatic response to an allegation being made. The school will only suspend a member of staff following careful consideration of whether there is cause to suspect the child or other children are at risk of harm. In many cases, it may be possible for alternative arrangements to be made so that the individual can continue working.
- 6.2 The Headteacher in consultation with the school HR Business Partner makes the decision whether or not to suspend a member of staff. The Trust Director of People may also be consulted. Where the Local Authority Designated Officer (LADO), police or children's social care are involved in the case, the school will listen to their views regarding suspension and will also consult with the Trust Safeguarding Lead.
- 6.3 The Trust and its schools have no authority or power to suspend a member of supply staff where an allegation is made against them. The school will ensure allegations are dealt with properly and involve the supply staff agency in the process. Where suspension is recommended, the school (or Trust) will immediately cease to use the services of that member of supply staff.

- 6.4 Where the member of staff is suspended, they will receive written confirmation within one working day and will be informed of the reason for the suspension.
- 6.5 After the suspension, if it is decided that the employee can return to the school, measures will be put in place to support their return to work. This could include a phased return or offering another member of staff as a support system.
- 6.6 The school will not prevent social contact with work colleagues and friends unless there is evidence to suggest such contact may prejudice the gathering of evidence.

7 Resignation

- 7.1 If the individual resigns or the supply staff member, contractor or volunteer ceases to provide their service, the investigation into the allegation will be completed. The individual will be given the opportunity to engage with the investigation.

8 Action on conclusion of the case

- 8.1 If the allegation is substantiated and:

- the employee is dismissed or resigns; or
- we cease to use the supply staff member's services as a result of the allegation;
- we cease to use the contractor's services as a result of the allegation; or
- we cease to use the volunteer's services as a result of the allegation;

the school will consider whether a referral to the DBS and/or to the TRA is required.

- 8.2 Where an allegation is found to be false, the school may refer the case to social services to determine whether the child needs support and/or to understand if there is a safeguarding reason why the false allegation was made.
- 8.3 The school's behaviour policy sets out the action that may be taken against pupils who are found to have made malicious allegations.
- 8.4 Where an allegation is made against a member of supply staff the outcome of the investigation will be shared with the supply agency and the LADO.

9 Post incident review

- 9.1 It is good safeguarding practice for schools and the Trust to review incidents upon their conclusion so we can learn from them and continue to improve standards of safeguarding. Where allegations are made against staff, supply staff, contractors or volunteers, the school will carry out a review at the conclusion of the case and provide an update to the school Safeguarding Link Governor to report to the LGB and the Trust Safeguarding Lead.
- 9.2 The review will consider whether there were any missed opportunities to identify concerns earlier, whether training needs have been identified, whether policies or procedures require amendment and whether broader organisational learning should be shared across the Trust.

10 Timescales

- 10.1 Investigations into allegations against staff, including agency staff or volunteers will be concluded as quickly and efficiently as possible to ensure that any risks to the child or other children, and stress to the individual is minimised as far as possible.

11 Record keeping

- 11.1 Allegations found to be false or malicious will be removed from the employment record of the individual. For all other allegations, a clear and comprehensive summary of the allegation, how it was followed up and resolved, a note of actions taken and decisions reached, including the reasons for those decisions, and a declaration on whether the information will be referred to in any future reference will be retained on the employment file. A copy will also be provided to the individual.
- 11.2 Information relating to allegations and low-level concerns will be shared on a need-to-know basis and in accordance with statutory safeguarding guidance, data protection legislation and local safeguarding partnership procedures.
- 11.3 The record will be kept, including for people who leave the school/Trust at least until the person reaches normal pension age or for 10 years if that will be longer, from the date of the allegation.
- 11.4 Details of any allegation made by a pupil will be kept in the confidential section of their record.

12 Confidentiality

The school will make every effort to maintain confidentiality and guard against unwanted publicity whilst an allegation is being investigated.

The Education Act 2002 introduced reporting restrictions preventing the publication of any material that may lead to the identification of a teacher in a school who has been accused by, or on behalf of, a pupil from the same school. This applies to parents and carers as well as the press.

13 Non recent allegations

Where an adult makes an allegation to the Trust or any of its schools that they were abused as a child, that adult will be advised to report the allegation to the police. Non recent allegations made by a child will be reported to the LADO in line with the local authority's procedures for dealing with non-recent allegations.

14 Part Two: Managing low level concerns

This part of the policy will be followed when dealing with low-level concerns raised in relation to members of staff, including supply staff, contractors or volunteers and may be adapted to each case as required. It will be used alongside the Trust's **complaints policy, child protection and safeguarding policy, staff code of conduct** and **disciplinary procedure**.

The Trust and its schools promote a culture in which all concerns about all adults working in or on behalf of the Trust (including supply teachers, contractors and volunteers) are addressed appropriately.

This policy is designed to:

- promote and support a culture of openness and trust where staff are clear about the behaviours expected of themselves and their colleagues
- ensure staff are comfortable to raise low-level concerns; and
- provide for efficient and proportionate handling of those concerns

15 Recognising low level concerns

This policy will be used to manage 'low-level' concerns, as in any concerns which do not meet the harm threshold. This is defined in Part 4 of Keeping Children Safe in Education 2026 as any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' – that an adult working in or on behalf of the school or college 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 (see section 2.1) or is otherwise not considered serious enough to consider a referral to the Local Authority Designated Officer (LADO).

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

- being overfriendly with children
- having favourites
- taking photographs of children on their mobile phone, contrary to school policy
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door
- humiliating children
- using artificial intelligence, social media, messaging platforms or other digital technologies in a manner that breaches the Trust's code of conduct or creates safeguarding concerns.

16 The London Safeguarding Children Procedures also make it clear that, with respect to any person who works with children, concerns or allegations can relate to their behaviour outside of work, and their relationships with others, if they:

- have 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 an arrest for the possession of a weapon;
- have, as a parent or carer, become subject to child protection procedures; and/or
- are closely associated with someone in their personal lives (eg partner, member of the family or other household member) who may present a risk of harm to child/ren for whom the adult is responsible in their employment/volunteering.

17 Sharing low level concerns

- 17.1 For our culture of openness and trust to prevail, all staff should share any low-level concerns they have. Serious Case Reviews and Safeguarding Practice Reviews have often evidenced how low-level concerns felt and/or expressed by staff relating to individuals who were later found to have sexually abused children at a school were not recorded. When they are not recorded, they cannot be reviewed or studied for patterns of behaviour.
- 17.2 To minimise and hopefully eradicate the risk of those opportunities being missed, it is critical that staff understand their role in identifying and reporting low level concerns.
- 17.3 All staff are encouraged to immediately report low-level safeguarding concerns as defined in this policy so that the identified behaviours can be investigated and managed appropriately.
- 17.4 All low-level concerns in relation to staff, supply staff, contractors or volunteers should be reported immediately to the Headteacher (or CEO in the case of Trust Central services staff). Concerns about the Headteacher should be reported to the Trust CEO. Concerns about the CEO should be reported to the Chair of Trustees.
- 17.5 The procedure for reporting low-level concerns is consistent with that for reporting allegations of abuse as set out in part one of this policy. Staff do not need to determine whether their concern meets the threshold set out in part one of this policy or is a low-level concern. The Headteacher (or CEO/Chair of Trustees as appropriate) will make this determination once the staff member has reported the issue.

18 Responding to low-level concerns

- 18.1 The Headteacher (or CEO/Chair of Trustees as appropriate) will review the concern to confirm that it is not a more serious issue that should be dealt with under part one of this policy. An issue reported as a low-level concern would be dealt under part one of this policy where it meets the threshold set out in part one or there is a pattern of low-level concerns expressed about the individual or wider staff practices generally. If necessary, the Headteacher (or CEO/Chair of Trustees as appropriate) will discuss the concern with the LADO to determine whether it should be dealt with under part one of this policy.

- 18.2 The Headteacher (or CEO/Chair of Trustees as appropriate) will discuss the concern with the individual who raised it and will investigate it as appropriate.
- 18.3 Most low-level concerns are likely to be minor and can be dealt with by means of management support or additional training. Where necessary, action may be taken in accordance with the Trust Staff Code of Conduct and Disciplinary Policy and procedures.
- 18.4 If the concern has been raised via a third party, the Headteacher (or CEO/Chair of Trustees as appropriate) will collect evidence by speaking directly to the person who raised the concern (unless it has been raised anonymously), the individual involved and any witnesses.
- 18.5 Where a low-level concern is raised about a member of supply staff or a contractor, the concern will be shared with supply agency so they can take appropriate steps in accordance with their own policies and statutory guidance.

19 Recording low-level concerns

- 19.1 All low-level concerns will be recorded in writing, using the school's safeguarding system (eg: CPOMS Staff Safe) and will include details of the concern, the context and action taken. The records will be kept confidential and held securely in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation.
- 19.2 Records of low-level concerns will be reviewed so potential patterns of concerning, problematic or inappropriate behaviour can be identified. If patterns are identified, the school (or Trust) will decide on an appropriate course of action and will refer the matter to the LADO where the behaviour moves from a concern to meeting the threshold set out in the first part of this policy. Patterns of low-level concerns will be considered alongside any safeguarding, disciplinary or conduct information held by the Trust.

The record of the low-level concern will be kept at least until the person leaves our Trust.

20 Staff Training

All staff, including those who do not work directly with children, will receive safeguarding training and updates in accordance with KCSIE. This will include:

- allegations management
- low-level concerns
- whistleblowing
- staff code of conduct
- online safety
- appropriate use of technology and AI
- safeguarding reporting procedures.

21 References

Low-level safeguarding concerns will not be included in references except where they have met the threshold for referral to the LADO and found to be substantiated or if they relate to issues which would normally be included in a reference (eg: misconduct or poor performance), in which case they should be referred to in references.

22. Monitoring and review

- The Trust Safeguarding Lead will provide periodic reports to Trustees regarding allegations, low-level concerns, themes, trends and lessons learned. Individual case details will remain confidential.
- This policy will be reviewed on an annual basis including its implementation, impact and any unintended consequences or inconsistencies.
- Staff will be consulted on the implementation of the policy and the Trust Board will be provided with regular updates.

Next review date July 2027