

# Managing Allegations – A Guide for Professionals



**Consult with the Designated Officer (Allegations) at the earliest opportunity, if you have a safeguarding concern regarding a professional or volunteer who works with children and young people.**

The role of the Designated Officer (Allegations) is set out in the Children's Act 2004 and in the statutory guidance Working Together to Safeguard Children (2018) and Keeping Children Safe In Education (2019).

Their role is to give advice and guidance to employers and voluntary organisations; liaise with the Police and other agencies; and monitor the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process.

Every agency that works with children and young people should have a Safeguarding Lead whose job it is to liaise with and refer to the Designated Officer (Allegations).

**The Designated Officer (Allegations) should be alerted to all cases in which it is alleged that a person who works with children has:**

- Behaved in a way that has harmed, or may have harmed, a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child 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.

*Working Together to Safeguard Children (2018)*

## The process for allegations management

- If you become aware of a risk to a child from an employee, volunteer, or professional in your employment, you must report your concerns to your Safeguarding Lead at the earliest opportunity, who will then liaise with the Designated Officer (Allegations).
- The Designated Officer (Allegations) will work with the Safeguarding Lead to decide; who the case needs to be referred to; if an initial action meeting is needed to discuss safeguarding issues; whether Human Resources (HR) need to be involved and what immediate action needs to be taken to make a child or children safe.
- The Designated Officer (Allegations) will consult wherever appropriate, with the police, children's social care team and the person's line manager (if this is a different person from the referrer)
- Following the initial discussions, the Designated Officer (Allegations) will either arrange an initial action meeting or record the case as advice given or no further action required. It is not always necessary to

convene to an initial action meeting. Please refer to the Designated Officer (Allegations) threshold document for further information, which can access it [here](#). You may also wish to refer to the allegations flowchart which is included in this guidance.

- The Designated Officer (Allegations) co-ordinates the investigations and reviews the actions as necessary. They record all the information and actions ensuring where necessary that individuals are reported to regulatory bodies.

## How to make a referral to the Designated Officer

Before referring- Please always check the geographical area which the person of concern works in and refer to the Designated Officer (Allegations) for that area. For example, if a person is employed by an agency, consider the employment agencies location, the employee will fall under the jurisdiction of the Designated Officer (Allegations) where the employing agency is based.

The referral form must be completed. You can access the form here.

<https://www.wigan.gov.uk/Resident/Health-Social-Care/Children-and-young-people/LADO-notification-form.aspx>

The Designated Officer (Allegations) in Wigan can be contacted by telephone or email.

01942 486042, 01942 705942 or  
Wigan Children's Services 01942 828300 (out of normal office hours)  
[lado@wigan.gov.uk](mailto:lado@wigan.gov.uk)

## Information required when making a referral

- What happened, date of the incident/ allegation, where, when, who how?
- How did the information come to your attention?
- Who are the other professionals involved who are aware of these concerns?
- Who are the victims? What have they said?
- What actions have been taken by your agency?
- Are the parent/s aware of the complaint being made? Who else knows?
- Have you advised parents of the options and/or your actions?
- What discussions have you had with your HR Department?
- What discussion, if any, has taken place with the Person in a position of trust? – How did they respond?
- What has been achieved/outcomes prior to making a referral to the Designated Officer (Allegations)?

## Best Practice

- Consult with the Designated Officer (Allegations) at the earliest opportunity.
- Liaise with your HR services regarding the actions you need to take in respect of your employee/ volunteer.

- Take initial statements/ accounts from any potential victims or witnesses on the same working day that the alleged incident is said to have occurred.
- Ask the alleged victim or person making the allegation basic questions.
- You must inform a child's parents/ carers/ social worker that an allegation has been made and seek their consent to speak with the child.
- Provide advice to parents if they are aware of the allegation.
  - Reassure parents that you have taken their concerns seriously and that will feedback to them.
  - Ask what the parents/ cares would like to do? Would they like to contact the police or children's social care or seek medical advice?
- Ensure that the child is fully supported, spoken to and reassure the child that you have listened to them.
- Follow your safeguarding procedures.
- Ensure that the person subject to the concerns is safeguarded and supported.
- Advise the Designated Officer (Allegations) if you are aware of any previous concerns.
- Do NOT take any photographs of any injuries, unless you have consent from parents/ carers.
- Do NOT delay referring the matter to the Police and Wigan Children's Social Care or Wigan Duty Team, which operate an out of hours service 01942 828300

**Remember....Do NOT investigate,  
Ask basic questions, Take an initial account,  
What Happened? Where? When? Time?  
Who else was present?  
Is there an injury?**

**Then consult with the Designated Officer (Allegations)**

# Allegations/ concerns regarding staff and volunteers who work with children

