



Procedures

MANAGING SAFEGUARDING CONCERNS AND ALLEGATIONS AGAINST PEOPLE WORKING IN/FOR SCHOOLS

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Summary of Changes¹ from Previous Versions

Version no/Date	Change	Comment	Section/ Page
v1.0 / 2021.09.13	New procedure	Approved by GELS 13.09.2021.	

¹ Material changes only. Minor changes (such as to punctuation, grammar, etc.) will not be listed

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1.0 Introduction

1.1 Statement

All people working in/for States of Guernsey-maintained schools and supporting Education services are expected to demonstrate high standards of conduct in working with/around children. It is important that anyone who has a safeguarding concern about such a person is able to raise it; that they are listened to and taken seriously, and appropriate action is taken.

Behaviour that generates concern can exist on a wide spectrum: from inadvertent/thoughtless, or behaviour that may look to be inappropriate but might not be in specific circumstances, through to behaviour which is ultimately intended to enable abuse.

Some safeguarding concerns may be relatively low-level, relating to behaviour that appears to be inconsistent with the person's code of conduct/the standards expected of their role. Other cases may represent an allegation that someone may have met the 'harms threshold' and could pose a risk of harm if they continue to work in a school:

- 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

In some cases, a number of apparently low-level concerns about the same person could cumulatively warrant more detailed enquiries/suggest the harms threshold might be met.

Anyone² having safeguarding/child protection concerns about the conduct of a person working in/for a school/supporting service:

- No matter how small the concern – even a sense of unease or a 'nagging doubt'
- Whether or not the conduct took place at the school/in the course of their duties

Must report it without delay in line with the processes set out in this document. There has to be a belief that 'it could happen here'. Reports should be dealt with in the greatest possible confidence and, regardless of the outcome, no detrimental action should be taken against anyone who makes a report in good faith. The aim of sharing concerns is not only to safeguard learners, but also enable early identification and support for adults to address any practice that is not ideal/unprofessional.

Staff members should not hesitate to raise concerns about others, but they are equally encouraged to be self-reflective and approach the Headteacher directly (self-report) about their own behaviour if at any time they:

² This may be, for example, a member of school staff or volunteer, other professional, parent/carer, learner, etc.

- Have found themselves in a situation which:
 - Could be misinterpreted
 - Might appear compromising to others, and/or
- Believe they have behaved in such a way that they consider falls below the expected standards.

1.2 Objectives

This procedure has been developed to:

- Contribute to a culture of openness, trust and transparency in which the school's values and expected behaviour are lived, monitored and reinforced by all staff
- Safeguard learners
- Assist early identification of concerning, problematic or inappropriate behaviour
- Support adults who are the subject of concerns or allegations
- Ensure that concerns or allegations are dealt with quickly in a fair and consistent way with common sense and judgement, and with reference to relevant States of Guernsey HR policy and procedures

1.3 Application

This procedure applies to concerns and allegations (as set out in 1.1 above) about:

- All States of Guernsey employees working in/for States-maintained schools and supporting Education services (teaching and non-teaching, permanent and temporary, full and part-time)
- Any other people working within States of Guernsey schools including agency staff, casual supply workers, external providers and support agencies, consultants, contractors and volunteers
- School Committee members and members of the Governing body (these people may not ordinarily work in the school but are closely associated with it)

This procedure applies regardless of whether the behaviour that has generated the concern/allegation took place at school/in the course of their duties, or outside of them.

Where concerns/allegations are not reported directly, but arise from, for example, investigation of a general concern or complaint through the 'Compliments, Comments, and Complaints' process, they should also be handled in line with this document.

In some cases, an allegation against someone closely associated with a member of staff may present a risk of harm to the children they work with. In such cases the Headteacher should seek guidance from Education's Lead Child Protection Officer and HR about whether the role of the member of staff is compromised and whether any further action is needed.

(Throughout this policy directive, 'Headteacher' also refers to Principals and Heads of Service, and 'school' refers to any education establishment.)

1.4 Exceptions

If the subject of an allegation no longer works in a school or a States of Guernsey education role, or it is a historical allegation of abuse, the case should instead be referred to the Police.

1.5 Linked and associated documents

Linked Documents

- Safeguarding and Child Protection policy ([Education Office model policy](#) and individual school policies)
- [Compliments, Compliments and Complaints Policy](#)
- [States of Guernsey Disciplinary Policies](#) and associated documents
- States of Guernsey and [Education Vetting](#) Policy
- [Positive Handling and Physical Intervention Policy](#)
- [Off-site Visit Procedures](#)
- Professional and Staff Codes of Conduct
- [States of Guernsey Whistleblowing Policy](#)
- [ISCP Resolution of Professional Disagreements - Escalation Policy](#)
- [Record of Concerns/Allegations \(RoCA\) form \(Appendix 1\)](#)
- [Template letter to record receipt of concern/allegation \(Appendix 2\)](#)

Associated Documents

- [Keeping Children Safe in Education \(England\)](#)

1.6 Accountabilities

The **Headteacher** is accountable for compliance with this procedure within their school.

The **Education Office's Lead Child Protection Officer** (ELCPO) is accountable for ensuring cases are managed through clear procedures.

The **HR Business Partner** (HRBP) is accountable for ensuring that States of Guernsey Employer policies are observed to conclude cases.

1.7 Responsibilities

All staff (and others working in schools) are responsible for:

- Reporting any safeguarding/child protection concerns or allegations about a person working in/for a school/service, in line with the procedures set out in this document

The **Headteacher** is responsible for:

- Ensuring staff (and volunteers, agency workers, contractors, etc.) are aware of their duty to report concerns/allegations

- Receiving concerns/allegations and alerting their line manager
- Alerting the ELCPO and HRBP to cases that might require their involvement (particularly in cases of allegation that the harms threshold may be met)
- Acting as the Case Manager to manage consideration of concerns/allegations in line with this procedure quickly, in a fair and consistent way, including ensuring appropriate information and support to involved parties and respect for confidentiality. (Except where the concern/allegation is about them or where their relationship with the subject could compromise their independence – see below.)
- Maintaining records on SERS files, as appropriate

The Headteacher's Line Manager (HTLM) is responsible for:

- Being involved in the initial 'joint consideration' of concerns/allegations, and thereafter as appropriate
- Providing advice and support to Headteachers acting as Case Managers, as required

The **ELCPO** is responsible for:

- Ensuring clear procedures for dealing with allegations and concerns, which are known to staff
- Providing advice and support to Case Managers, as required
- Active involvement in cases where appropriate to the circumstances
- Acting as the Case Manager when the concern/allegation is against a Headteacher, managing consideration in line with this procedure; allocating a senior member of school staff to act as Case Manager where the Headteacher's relationship with the subject of the concern/allegation could compromise their independence
- Ensuring that, where they are involved in case consideration, concerns/allegations are dealt with quickly, in a fair and consistent way, with every effort to maintain confidentiality
- At the conclusion of a case, being involved as appropriate in considerations around follow-up actions (e.g. referrals)
- Oversight of case reviews to consider if there are lessons to learn and whether changes should be made to any school/central processes

The **Deputy Headteacher** is responsible for liaising with the ELCPO in cases where the concern/allegation is against a Headteacher and the ELCPO is acting as the Case Manager. The Deputy Headteacher may be allocated as Case Manager in circumstances where the Headteacher's relationship with the subject of the allegation could compromise their independence.

The **HRBP** is responsible for:

- Ensuring that, where they are involved in case consideration, concerns/allegations are dealt with quickly, in a fair and consistent way, and making every effort to maintain confidentiality

- Ensuring that agencies that provide staff to work within/on behalf of States of Guernsey schools are aware of procedures for concerns and allegations
- Supporting the Case Manager, as required, with advice relating to employment matters, disciplinary procedures, etc.
- Advising on suspension proceedings, where that is appropriate
- Supporting any accused member of staff, in partnership with the Case Manager
- Managing substantiated allegations through appropriate States of Guernsey disciplinary procedures
- Making relevant referrals to the DBS, professional bodies, etc.
- Ensuring a confidential record is kept of all allegations (other than those found to be malicious or false) on the individual's SERS file, and that false, unsubstantiated, unfounded or malicious allegations are not included in references

The **Director of Operations** (Social Security, Education & Inclusion) is responsible for:

- Making the final decision about suspension, where this might be necessary

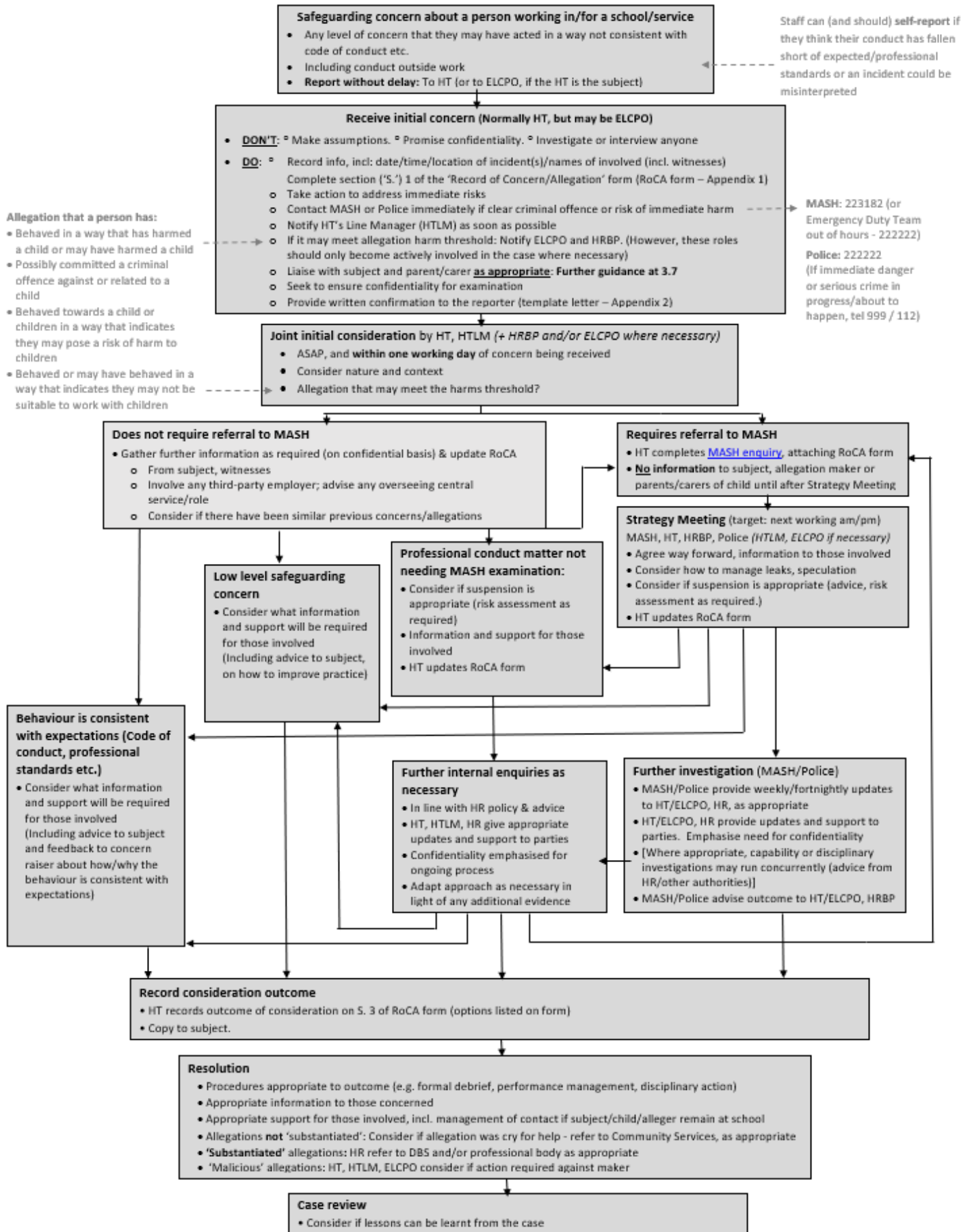
2.0 Process Flow Chart

The flow chart over the page sets out the process to be followed. Additional detailed notes on the process follow in section 3.0 and must be read alongside it.

NOTES:

- The process flow chart assumes the Headteacher (HT) is the Case Manager. If the concern/allegation is about them, the ELCPO will act as Case Manager, and complete tasks labelled 'HT' in addition to their own tasks. The Deputy Headteacher may be allocated as Case Manager in circumstances where the Headteacher's relationship with the subject of the allegation could compromise their independence.
- Where the employer is not the States of Guernsey, the employer should be included in all stages, as appropriate.
- Where the subject of the concern/allegation is undertaking work that is commissioned/overseen by a States of Guernsey service/role, that service/role should also be made aware (for example, Estates should be made aware of concerns about a contractor that they have commissioned; the PSHCE Advisor advised if there are concerns about a Support Agency worker; HR advised of concerns about a casual supply worker on the central register, etc.)
- An apparently low-level concern, when considered in light of other low-level concerns that have been raised previously about the same person, may warrant more detailed enquiries / suggest the matter should be considered as an allegation that meets the harms threshold

MANAGING SAFEGUARDING CONCERNS AND ALLEGATIONS



3.0 Additional Guidance Notes

3.1 Reporting of concerns/allegations

Concerns/allegations should be reported to the Headteacher of the school. However, if the Headteacher is the subject, it should rather be made to the ELCPO. In such a situation, the ELCPO will liaise with the school's Deputy Headteacher whenever there is need to deal with someone in-school.

3.1.1 Anonymity

If a person sharing a lower-level concern wishes to remain anonymous, this should be respected as far as is reasonably possible. However, it should be noted that this can hinder the effectiveness of consideration. Staff are encouraged to consent to be named for the sake of openness and transparency.

3.2 Concerns/allegations about a person not directly employed by the States of Guernsey

If a safeguarding concern/allegation is raised about someone working at/for the school but not directly employed by the States of Guernsey (for example, a contractor or agency worker), the matter must also be shared with their employer and they should be involved in dealing with the case. Any States service/role involved with commissioning/overseeing the work undertaken by the subject should also be made aware of concerns. **In no circumstances should a school cease to use a third party due to safeguarding concerns, without finding out the facts and determining a suitable outcome.** The Headteacher may require an alternative worker to attend the premises (and indeed any education premises that the worker might work at) until the matter is resolved.

Any appropriate disciplinary action etc., will be carried out by the direct employer, in line with its own procedures.

3.3 Record of concern/allegation form

A template 'Record of Concern/Allegation' (RoCA) form is attached as Appendix 1. This form should be completed with relevant information at the start of the process and updated at relevant points. It provides a concise record of the concern/allegation, how it has been dealt with, and outcome. (See further information below on record keeping.)

3.4 Concerns/allegations about physical contact

If the concern/allegation is about physical contact, consideration should take into account that some staff are entitled to use reasonable force to control or restrain children in certain circumstances, in accordance with the Positive Handling and Physical Intervention policy.

3.5 Information sharing between officers/services

In the initial consideration (and where relevant Strategy meeting), those present should share all relevant information about the subject of the concern/allegation, and the alleged victim.

Where the Police or Community Services are involved, those bodies should seek to obtain consent from the individuals as their investigation/enquiries proceed, to enable statements, evidence and other relevant information to be shared for use in any States disciplinary case as soon as it is appropriate to do so.

All data sharing must be in line with the Data Protection (Bailiwick of Guernsey) Law, 2017.

3.6 Maintaining confidentiality

It is extremely important that when a concern/allegation is raised, there is every effort to maintain confidentiality and guard against unwanted publicity while it is being considered. Information should be restricted to those that need to know in order to protect children, facilitate enquiries and manage disciplinary processes.

The initial consideration meeting, and where relevant subsequent Strategy meeting, should consider (with advice from other parties, as appropriate):

- Who needs to know and, importantly, exactly what information can be shared
- How to manage speculation, leaks and gossip
- What, if any, information can be reasonably given to the wider community to reduce speculation
- How to manage media interest if/when it arises

In accordance with the Association of Chief Police Officers' (ACPO) guidance the police will not normally provide any information to the press or media that might identify an individual who is under investigation, unless and until the person is charged with a criminal offence.

3.7 Information and support for those involved

3.7.1 The subject of the concern/allegation

The States of Guernsey has a duty of care to its employees. Consideration of a safeguarding concern/allegation is likely to be a stressful experience for the subject, and potentially their family members. Officers dealing with the case should act to manage and minimise the stress inherent in the process and provide appropriate and effective support.

- If the subject **is aware** of the concern/allegation at the outset: The Case Manager should explain the process and the requirement for confidentiality (see 3.6). They should consider if it is appropriate to ask the person not to attend school until after initial consideration has taken place – for example to work from home.

- If the subject is **not aware** of the concern/allegation:
 - Where the case needs referral to MASH or the Police need to be involved, the Case Manager should not inform the subject until those agencies have been consulted, and have agreed what information can be disclosed
 - Where the case does not need referral to MASH or the Police, the Case Manager should inform them about it as soon as possible **after** the joint initial consideration and explain the process. It is important that the Case Manager provides them with as much information as possible at that time.
- Once the subject is aware of the concern/allegation, the Case Manager should advise them of their right to contact their trade union representative, if they have one, or a colleague for support. If an employee of the States, they should also be made aware of other support avenues open to them, such as the [Employee Assistance Programme](#), and Occupational Health where appropriate. Copies of this Managing Concerns and Allegations procedure and relevant HR procedures should be provided.
- The Case Manager should ensure the subject of the concern/allegation is kept informed of progress of the case and consider what other support is appropriate. Particular care needs to be taken when employees are suspended (see also section on Suspension below) to ensure that they are kept informed of both the progress of their case and current work-related issues.

3.7.2 The parents/carers of the learner involved

- If the parents/carers of the learner involved **are aware** of the concern/allegation at the outset, the Case Manager should explain the process and the requirement for confidentiality (see 3.6).
- If the parents/carers of the learner are **not aware** of the concern/allegation at the outset:
 - Where the case needs referral to MASH or the Police need to be involved, the Case Manager should not inform parents/carers until those agencies have been consulted and have agreed what information can be disclosed
 - Where the case does not need referral to MASH or the Police, the Case Manager should inform them about it as soon as possible after the joint initial consideration and explain the process and need for confidentiality.
- The Case Manager should ensure that parents/carers are kept informed about the progress of the case (in relation to their child; information should not be shared about the staff member). In deciding what information to disclose, careful consideration should be given to the provisions of The Data Protection (Bailiwick of Guernsey) Law, 2017 and, where relevant, the Human Rights (Bailiwick of Guernsey) Law, 2000.

3.7.3 The learner involved

The welfare of a child is paramount. Appropriate support and information should be given to them. In cases where they may have suffered significant harm, or there may be a criminal prosecution, Community Services and/or the Police, as appropriate, should be involved in determining support and information.

3.8 Further internal enquiries

Where internal enquiries are required, investigation should normally be undertaken by a senior member of (School/Office) staff. However, if there is a lack of appropriate resource, or the nature or complexity of the allegation requires it, the concern/allegation may require independent investigation.

3.9 Suspension

Suspension in this context is not a form of disciplinary action but a precautionary measure. Any consideration of suspension should be undertaken in line with established States of Guernsey processes. HR provides advice, but the final decision lies with the Director of Operations.

3.10 Disputes with other agencies

Any disagreements with other agencies should be resolved through the ISCP Resolution of Professional Disagreements Escalation Policy.

3.11 Resignations and refusal to cooperate

Consideration should not cease if the person resigns or ceases to provide services. It is important that every effort is made to reach a conclusion in all cases of concerns/allegations bearing on the safety or welfare of children, including any in which the person refuses to cooperate.

Wherever possible, the subject of the concern/allegation should be given a full opportunity to answer the concern/allegation and make representations about it. However, the process of recording the concern/allegation and any supporting evidence, and reaching a judgement about it on the basis of all the information available, should continue even if the subject of the concern/allegation does not cooperate. It may be difficult to reach a conclusion in those circumstances, and it may not be possible to apply any disciplinary sanctions where a notice period expires before the process is complete, but it is important to reach and record a conclusion wherever possible. The person concerned should be notified of the conclusion of the concerns/allegations and any sanctions.

3.12 Following a criminal investigation or a prosecution

The Police should inform the HT/ ELCPO and HRBP of any outcome immediately, e.g.:

- It is decided to close a Police investigation without charge

- It is decided not to continue to prosecute the case after a person has been charged
- A criminal investigation and any subsequent trial is complete

The HT, HTLM, ELCPO and HRBP should consider if any further action, including disciplinary action, is appropriate and, if so, how to proceed. The information provided by the Police and/or Community Services should also inform that decision. The options will depend on the circumstances of the case and will need to take into account the result of the Police investigation or the trial, as well as the different standard of proof required in disciplinary and criminal proceedings. [Note: Where appropriate to the specific circumstances, capability or disciplinary investigations may run concurrently with investigation.]

3.13 Outcomes

The following definitions should be applied to record the outcome of consideration:

3.13.1 In the case of an allegation

In the case of an allegation that a person may have

- 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)

The possible outcomes are:

- **Substantiated:** Sufficient evidence to prove allegation
- **Malicious:** Sufficient evidence to disprove allegation and there has been a deliberate act to deceive or cause harm to the subject
- **False:** Sufficient evidence to disprove the allegation
- **Unsubstantiated:** Insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence
- **Unfounded:** No evidence or proper basis which supports the allegation being made, in some cases the person making the allegation misinterpreted the incident or was mistaken in what they saw

Only allegations that are considered to be substantiated should be taken forward to be managed as a disciplinary matter.

13.3.2 In the case of a concern that does not meet the allegation/harm threshold

In the case of a concern that does not meet the allegation/harm threshold the possible outcomes are:

- **Behaviour is consistent with expectations** (Code of Conduct, any expected Professional Standards, etc)
- **Behaviour constitutes a low-level safeguarding concern**

(If during consideration of an apparently low-level concern it was reclassified as an allegation – either as a stand-alone event or when considered in light of other previous concerns about the same person - the allegation outcomes should be applied.)

3.14 Record Keeping

All records should be factual, accurate, relevant, up-to-date, secure (only accessible to those who need to know), and auditable.

A clear summary of the concern/allegation, consideration, actions, decisions and resolution – in the form of the completed ‘Record of Concern/Allegation’ - should be kept on the confidential SERS file of the subject. (**Except** malicious and false allegations; as per ‘Keeping Children Safe in Education’, malicious and false allegations should be removed from personnel (SERS) records, unless the subject gives their consent for retention of the information).

A copy should also be provided to the subject **redacted as appropriate** (for cases that involved MASH/Police, their agreement to this should be checked).

Keeping such records:

- Enables accurate information to be given in response to any future request for a reference, where appropriate (see 3.16 below)
- Enables clarification to be provided in cases where future DBS checks reveal information from the police about an allegation that did not result in a criminal conviction
- Will help to prevent unnecessary re-investigation if, as sometimes happens, an allegation or concern re-surfaces after a period of time
- Enables identification of re-occurrences or patterns of concerning behaviour which as single events appear low-level, but cumulatively might indicate a more significant concern/meet the allegation/harm threshold

Allegation records should be retained in line with the current retention schedules.

Low-level concern records should be retained until the subject leaves States of Guernsey employment. However, they should be considered ‘relevant’ to considerations around any further concerns for up to 24 months (depending on the nature), after which they may be disregarded.

3.15 Record review

The Headteacher should periodically review the records of low-level concerns to ensure they are being dealt with promptly and appropriately, and so that potential patterns of concerning, problematic or inappropriate behaviour can be identified. A record of the review should be made.

3.16 References

Malicious, false, unsubstantiated or unfounded **allegations** should not be included in employment references.

Low level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example, misconduct or poor performance.

Low-level concerns which relate exclusively to safeguarding (and not to misconduct or poor performance) should not be referred to in a reference. However, where a low-level concern (or group of concerns) has met the threshold for consideration as an allegation and has found to be substantiated, it should be referred to in a reference.

3.17 Referrals to the DBS and/or professional bodies

There is a requirement in English Law for employers to make a referral to the DBS where they think that an individual has engaged in conduct that harmed (or is likely to harm) a child, or if a person otherwise poses a risk of harm to a child.

If an allegation that meets this criteria is substantiated and:

- The person is dismissed
- The person resigns, or otherwise ceases to provide their services
- The States of Guernsey ceases to use the person's services

HR should lead on making an appropriate referral to the DBS and any professional body. Referrals should be made as soon as possible after dismissal, resignation, etc.

Where the person is a teacher, the employer (whether the States or another body) should consider whether to refer the case to the Teaching Regulation Agency (TRA), to decide whether a prohibition order should be made.

3.18 Case review

Upon conclusion, a person appropriate to the circumstances of the case should lead a case review, including considering whether to recommend changes to any procedures or practice (school, central, etc.) to help prevent similar events in the future or improve future case handling. The ELCPO should have oversight of reviews.

Appendix 1: Record of Concern/Allegation Form



States of Guernsey
The Education Office

Record of Safeguarding Concern or Allegation

(Template to record information, actions and outcome)

STRICTLY CONFIDENTIAL

**** Refer to Education Office procedure for Managing Safeguarding Concerns and Allegations****

This record should be completed for:

- Any safeguarding concern, no matter how small, that a person working in/for a States of Guernsey school or supporting Education service has acted in a way that is inconsistent with their code of Conduct/the standards expected of their role
- Any allegation that a person working in/for a States of Guernsey school or supporting Education service has/may have:
 - 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

It should be completed by the Headteacher (HT) or, if the concern/allegation is about the Headteacher, by Education's Lead Child Protection Officer (ELCPO).

It is possible that how a matter is regarded – as a lower-level concern or as an allegation that may meet the harms threshold (see above) – may change during consideration, for example as further information becomes available.

The purpose of this record is to:

- Keep an accurate record of all relevant information, actions and the outcome
- Enable accurate information to be given in response to any future request for a reference, where appropriate³
- Provide clarification in cases where future DBS checks reveal information from the Police about an allegation that did not result in a criminal conviction
- Prevent unnecessary re-investigation if, as sometimes happens, a concern or allegation resurfaces after a period of time
- Enable identification of re-occurrences or patterns of concerning behaviour which as single events appear low-level, but cumulatively might indicate a more significant concern/meet the allegation/harm threshold.

³ Malicious, false, unsubstantiated or unfounded allegations should not be included in employment references. Low level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example misconduct or poor performance

SECTION 1 – Initial gathering of facts

Who is the safeguarding concern/allegation about?	
Name:	
Job title:	
Place of work:	
Employment status:	Permanent / Casual Supply / Volunteer / Third Party Provider / Other

Details of the safeguarding concern/allegation	
Date of (alleged) incident:	
Location of (alleged) incident:	
Time of (alleged) incident:	
Details of (alleged) incident (Include names of any potential witnesses):	

Who reported the concern/allegation?*	
Name:	
Job title:	
Place of work:	

*If a person sharing a lower-level concern wishes to remain anonymous, this should be respected as far as is reasonably possible. However, it should be noted that this can hinder the effectiveness of consideration. Staff are encouraged to consent to be named for the sake of openness and transparency.

Details of the child/young person	
Name:	
Date of birth:	
School:	

Signed by (HT / ELCPO, as appropriate)		
Name:	Role:	
Signed:	Date:	

The Headteacher’s line manager must be made aware of the concern/allegation **as soon as possible**. Where the circumstances warrant it, the ELCPO and/or HR Business Partner (HRBP) should also be notified, but should only become actively involved in the case where necessary).

SECTION 2 – Record of actions

To be completed by Headteacher (or ELCPO, where the HT is the subject)

Notes:

- People not employed by the States of Guernsey: Where the employer is not the States of Guernsey, the employer should be included in all stages, as appropriate. Any States service/role involved with commissioning/overseeing the work undertaken by the subject should also be made aware of concerns.
- If consideration of what appeared to be a lower-level concern suggests that it may rather constitute an allegation that may meet the harms threshold (either as a stand-alone event, or in combination with previous recorded concerns), this should be recorded.
- Where appropriate, supplementary records may be attached.

Chronology			
Date	Time	Action	By Whom

SECTION 3 – Outcome

The following definitions should be used when determining and recording the outcome:

- **Allegation that may meet the harms threshold** (see page 1 of this form for the definition)
 - **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
 - **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:** there is no evidence or proper basis which supports the allegation being made, in some cases the person making the allegation misinterpreted the incident or was mistaken by what they saw.

- **Lower-level concern**
 - **Behaviour is consistent with expectations** (Code of Conduct, any expected Professional Standards, etc.)
 - **Behaviour constitutes a low-level safeguarding concern**

Outcome:	[Select from categories above. E.g. 'Allegation: Substantiated', or 'Lower-level: Behaviour consistent with expectations']	
Rationale:		
Intended follow-on action:		
Signatures (as appropriate to the case):		Date
Headteacher (HT)		
Headteacher's Line Manager (HTLM)		
Education Lead Child Protection Officer (ELCPO)		
HR Business Partner (HRBP)		

Additional Notes

1. After the outcome has been determined, an **appropriately redacted** copy of the completed record should be given to the subject of the concern/allegation. (For cases that involved MASH/Police, their agreement to this should be checked.)
2. A copy of this record should be kept on the individual's personnel (SERS) file, except in the case of an allegation where the outcome is recorded as malicious or false. [Note: Records of malicious or false allegations may be retained on file if the subject gives their consent for retention of the information]
3. Allegations proven to be false, unsubstantiated, unfounded or malicious should **NOT** be included in any employer reference. Lower-level concerns should not be included in references unless they relate to issues which would normally be included in a reference, for example, misconduct or poor performance.

Appendix 2: Template Letter to Record Receipt of Concern/Allegation

[School or Education Office logo, as appropriate]

Name

Address

Address

Address

Date

Dear XXX

Record of report of a safeguarding concern or allegation about a person working in/for a States of Guernsey School or supporting Education service

All people working in/for States of Guernsey-maintained schools and supporting Education services are expected to demonstrate high standards of conduct in working with/around children. It is therefore important that we are told of any:

- Safeguarding concerns that someone may have acted in a way that is inconsistent with their Code of Conduct/the standards expected of their role
- Allegations that someone has/might have:
 - Behaved in a way that has harmed a child, or may have harmed a child, or
 - Possibly committed a criminal offence against or related to a child, or
 - Behaved towards a child/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

Please accept this as a formal record of the report that you have made of a safeguarding concern/allegation relating to the conduct of a person working at XXXXX School, as follows:

Date report made	
Report made to	
Name of the subject of the concern/allegation	
Their role and place of work	
Date of incident	
Location of incident	
Summary details of incident	

This report will be dealt with in line with Education Office procedure, which can be accessed [here](#). XXXX will be acting as the Case Manager and will provide updates/information, as appropriate, as the case proceeds.

It is extremely important that this matter remains confidential while it is being considered. As such, I would ask you not to talk about it to others, nor publish anything (including on social media).

Yours sincerely

XXXXX