

- There may be disciplinary issues to consider and possible referrals to professional organisations. The outcome of the internal investigation **MUST** be shared with the LADO without delay even if further referrals to professional bodies and or disciplinary actions are later recommended.
- Whatever the nature of the allegation and who receives it, it must be reported to the LADO by the employer or organisation. This must include situations where the worker is dismissed or resigns because the concern must still be investigated
- It is important that employers / organisations learn from each investigation to prevent similar situations in the future
- Complaints procedures are separate to the allegations process. If someone does not wish to make a complaint, the allegation should still be considered and investigated. Complaints should be addressed via the organisations complaints procedure and the allegations managed by LADO.
- Unless the allegation is found to be malicious, records will be kept for 10 years or until the individual (subject to investigation) retires, whichever is longer.

Contact us

Safeguarding Children Unit
Fairmount House
Bull Hill Kingston
Road
Leatherhead
KT22 7AH

Phone - 0300 123
1650 (option 3)

When you contact us you will be
directed to the duty LADO

Other useful contacts:

Childline
Website:

www.childline.org.uk/get-support/contacting-childline

Telephone: 0800 1111

NSPCC

Website: www.nspcc.org.uk

Telephone (over 18's): 0808
800 5000



The process for reporting and managing allegations



Managing allegations against people who work or volunteer with children in Surrey

Surrey LADO
(local authority designated officer)

Information for children and young people and their carers

About the LADO

Every local authority has a statutory responsibility to have a local authority designated officer (LADO). They are responsible for dealing with concerns that an adult may have caused a child or young person harm. Current guidance refers to this role as a Designated Officer (DO). However in Surrey as in other authorities the title of LADO has been retained.

In Surrey we work to the Surrey Safeguarding Children's Partnership Procedures which can be found at <http://surreyscb.procedures.org.uk/>



Most adults who work with children and young people do a great job. Sometimes things may happen face to face or online which make a child or young person feel uncomfortable. If this happens to you, we want you to be able to tell someone. This leaflet will help you know what to do and what will happen next.

If you are worried, you can tell your parent or carer, talk to another adult who you trust (or tell another adult who works in the same place)

What happens next?

Concerns and complaints are different from allegations and will only require the involvement of LADO if they are of a safeguarding nature and evidence harm/likelihood of harm by an adult against a child. Someone in charge will need to be told about what you have said and decide what to do, like the head teacher in a school or the leader in any out of school activity. This person may need to ask you more about what happened and will let the LADO know about the allegation.

Sometimes the Police and Children's Services may need to be involved. Complaints and concerns can be sorted out by the person in charge/organization.

It is important that you tell them what you are concerned about. They will tell you what will happen next.

What does the LADO do?



Provide advice / help to those in charge to make sure that your allegations are looked into properly. This will sometimes include talking to other professionals who need to know, including the Police to make sure that you and other children are safe.

Make sure concerns involving safeguarding allegations are looked into properly.

Your parents/carers may also want to know that:

- The LADO will ensure that support will be offered to your child
- If required, the LADO will convene a managing allegation against staff and volunteers meeting (ASV) and invite key people. Information is shared, recorded and recommendations and actions agreed. A review meeting may take place in some but not all cases at a later stage to consider what



If there are worries about your immediate safety

The LADO will talk to the professionals whose job it is to keep children safe, so they can work with you and your parent/carer.