



Allegations Management

Quick Guide 2026

Local Authority Designated Officer (LADO)

The LADO is a statutory role with responsibility for the allegation management process which ensures that where there are concerns that a person working with children and young people either in an employed or voluntary role has

- behaved in a way that has harmed or may have harmed a child **or**
- possibly committed a criminal offence against or related to a child **or**
- behaved towards a child or children in a way that indicates she or he may pose a risk of harm to children **or**
- behaved or may have behaved in a way that indicated they may not be suitable to work with children

Concerns are thoroughly and fairly investigated as swiftly as possible, ensuring we hear the voice of the child and that confidential records of investigations and outcomes are maintained. Concerns about an adult's behaviour can be related to their work/voluntary role or incidents and information relating to their lives outside of work.

The LADO does not investigate, the LADO oversees the investigation, liaises with police and other agencies, provides advice and support and records the outcome of the investigation.

When to contact the LADO



Anyone who has concerns about a person working with children should discuss these with their manager or Designated Safeguarding Lead (DSL). If it is thought the above criteria may be met, the manager /DSL must contact the LADO within one working day and if requested complete a referral form.

If you are unsure if the criteria are met, **CONTACT THE LADO FOR ADVICE** - The LADO will always be happy to discuss and advise on any concerns.



The South Gloucestershire LADO is
Verity Felles 01454 868508
LADO@southglos.gov.uk

What else should I do?

Make sure the child is safe, ensure any injuries are attended to and noted, and contact parents. Establish the facts and collate all the information e.g. what happened, when, where, who was involved. Are there any witnesses, ask them to write down what they saw. You should ensure the child and the member of staff whom the allegation is against do not have contact, this is for the safety and protection of both. You may wish to inform your HR Department.

DO NOT BEGIN TO INVESTIGATE



The LADO will evaluate your information to determine if and which criteria is met and with the involvement of the employer, their HR, any professional or regulatory body and where appropriate the police agree how the allegation will be investigated, what information and when will be shared with the person whom the allegation is about, and any action needed to ensure the safety of everyone during the investigation.

The LADO may arrange an Allegations Management Meeting or agree actions through discussions. If there is a criminal investigation this will take place before the employer investigation. The investigation report should be shared with the LADO so the outcomes can be agreed and recorded. The investigation will determine if the allegation is:

Substantiated: There is sufficient evidence to prove the allegation

Unsubstantiated: There is insufficient evidence to prove or disprove the allegation, the term, therefore, does not imply guilt or innocence

Unfounded: There is no evidence or proper basis which support the allegation being made

False: There is sufficient evidence to disprove 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.

The LADO will advise at the conclusion of the investigation if the employer should refer to any professional/regulatory body and if a referral to the Disclosure and Barring Service is required.

As a manager or DSL if you are unsure if a concern about the actions or behaviours of an employee or volunteer meets the LADO threshold, or during an investigation need additional advice please contact the LADO.



**Contact the LADO
01454 868508**

[For more information check the information online](#)