



Low-Level Concerns Policy

1. Policy Statement

Wendover Online School (“the school”) understands the importance of a positive culture where concerns can be identified and spoken about openly and acknowledges that this is a key element of a strong safeguarding system. This Low-Level Concerns Policy seeks to ensure that all staff who work with children behave appropriately and to enable the early identification and prompt and appropriate management of concerns.

As part of its whole school approach to safeguarding, the school will ensure that it promotes an open and transparent culture in which all safeguarding concerns and allegations about all adults working with children are dealt with promptly and appropriately.

Creating a culture in which all safeguarding concerns and allegations about adults (including those that do not meet the harm threshold) are shared responsibly and with the right person, recorded and dealt with appropriately, is critical. If implemented correctly, this should encourage an open and transparent culture; enable the school to identify inappropriate, problematic or concerning behaviour early; minimise the risk of abuse; and ensure that adults working in or on behalf of the school are clear about professional boundaries and act within these boundaries, and in accordance with the ethos and values of the school.

This Low-Level Concerns Policy operates in conjunction (as appropriate) with the following:

- Safeguarding Policy
- Staff Code of Conduct
- Disciplinary, Capability, Grievance and Whistleblowing Policy
- GDPR Policy

2. Introduction to the concept and importance of sharing low-level concerns

Behaviour which is not consistent with the standards and values of the school, and which does not meet the organisational expectations encapsulated in the school’s Staff Code of Conduct, needs to be addressed. Such behaviour can exist on a wide spectrum – from the inadvertent or thoughtless, through to that which is ultimately intended to enable abuse.

All staff need to be informed about and be able to identify inappropriate, problematic or concerning behaviour and understand the importance of sharing concerns when they observe behaviour which violates the School’s Staff Code of Conduct.

3. What is the Low-Level Concerns Policy?

The Low-Level Concerns Policy enables all staff to share any concerns – no matter how small – about their own or another member of staff’s behaviour with the Principal and/or Head of Key Stage. Safeguarding and promoting the welfare of children is everyone’s responsibility.

4. What is the purpose of the Low-Level Concerns Policy?

The purpose of the Low-Level Concerns Policy is to create and embed a culture of openness, trust and transparency in which the clear values and expected behaviour which are set out in the School’s Staff Code of Conduct are constantly lived, monitored and reinforced by all staff.

5. What are the aims of the Low-Level Concerns Policy?

The aims of the Low-Level Concerns Policy are to:

- ensure that staff are clear about what appropriate behaviour is, and are confident in distinguishing expected and appropriate behaviour from inappropriate, problematic or concerning behaviour – in themselves and others, and the delineation of professional boundaries and reporting lines;
- empower staff to share any low-level concerns with the Principal and/or Head Key Stage and to help all staff to interpret the sharing of such concerns as a neutral act;
- address unprofessional behaviour and support the individual to correct it at an early stage;
- identify inappropriate, problematic or concerning behaviour – including any patterns – that may need to be consulted upon with (on a no-names basis if appropriate), or referred to, the Local Authority Designated Officer (“LADO”);
- provide for responsive, sensitive and proportionate handling of such concerns when they are raised; and
- help identify any weaknesses in the school’s safeguarding system.

6. Definitions

Who does the policy apply to?

The policy applies to all staff whether working in or on behalf of the school, engaged as a paid employee (including supply teacher), worker or contractor, or unpaid member of staff or volunteer.

Designated Safeguarding Lead (DSL) means the DSL at the school.

Deputy Designated Safeguarding Lead (DDSL) means the DDSL at the school.

Principal means the head of the school; Heads of Key Stage are in place for KS1-KS2, KS3, KS4 and KS5. Details of the individuals currently in these roles can be found at Appendix 1.

Concern or allegation that may meet the harm threshold. This means the behaviour in question might indicate that a person would pose a risk of harm if they continue to work in their present position, or in any capacity with children (i.e. in connection with their employment or voluntary activity) – i.e. a concern is raised/it is alleged that they have:

- behaved in a way that has harmed a child, or may have harmed a child; and/or
- possibly committed a criminal offence against or related to a child; and/or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

Concern or allegation that does not meet the harm threshold: Low-level concern. The term ‘low-level concern’ does not mean that it is insignificant. A low-level concern is 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 with children may have acted in a way that:

- is inconsistent with the school’s Staff Code of Conduct, including inappropriate conduct outside of work; and
- does not meet the harm threshold or is otherwise not serious enough to merit a referral to the LADO.

Staff do not need to be able to determine in each case whether the behaviour in question constitutes a low-level concern, or if it may meet the harm threshold. Once staff share what they believe to be a low-level concern, that determination should be made by the Principal in consultation with the DSL if/as appropriate.

The diagram in Appendix 2 further illustrates the distinction between a concern or allegation that may meet the harm threshold, and a concern or allegation that does not meet the harm threshold – i.e. a low-level concern.

Low-Level Concerns Form – see appendix 3 for the standard safeguarding form used to report any concern related to safeguarding, including low-level concerns.

7. School culture

The school promotes an open and transparent culture in which all concerns about all adults working in or on behalf of the school are dealt with promptly and appropriately.

8. Data protection and confidentiality / Respecting the rights of all

The school will always respect the personal data of staff (and others, where they may be identifiable) in implementing the Low-Level Concerns Policy and in keeping records of low-level concerns secure.

The Data Protection Act 2018 includes a specific provision which permits organisations to process even the most sensitive personal data where necessary for the purposes of protecting children from harm. Although sharing of low-level concerns will not always involve legally sensitive categories of data, the safeguarding purpose is the same as that under the school's Safeguarding Policy.

A proportionate approach must be taken by all to considering what personal data is in fact necessary to share and record by way of low-level concern(s) in each case in order to support the safeguarding purpose and to ensure the information is accurate, fair and as far as possible recorded in neutral terms.

All staff may, under data protection law, ask to see the content of any low-level concern(s) retained by the school under the Low-Level Concerns Policy as it relates to them personally and may make any reasonable objection as to the fairness or accuracy of that content. The school will process such requests within the period prescribed by law, subject always to any necessary protection of the rights of third parties and unless any other relevant exemptions apply (including if complying with the request would be likely to prejudice the safeguarding purpose of the Low-Level Concerns Policy). If the content of a low-level concern is disputed, it may not be appropriate for the school to delete or alter the original record, but a note may be recorded alongside reflecting the staff member's alternative account or objection(s).

All personal data processed in connection with the Low-Level Concerns Policy will be processed in accordance with the school's GDPR Policy.

9. Who should staff share low-level concerns with?

It is important that low-level concerns are recorded as soon as reasonably possible and, in any event, within 24 hours of becoming aware of it (where the concern relates to a particular incident) – although it is never too late to share a low-level concern.

If staff do not have access to the safeguarding form, they should speak to their line manager with their concerns in the first instance, or speak directly to the Principal.

If the Principal or line manager is absent for any reason, low-level concerns should be shared with the DSL who will ensure they inform the Principal immediately on their return.

If any low-level concern relates to the behaviour of the Principal, it should be reported directly to another member of the senior leadership team (SLT).

If there is a conflict of interest in sharing a low-level concern with the Principal, the low-level concern should be shared with another member of the SLT unless there is conflict of interest in doing so, in which case it should be reported directly to the LADO.

10. Should staff who share low-level concerns be able to remain anonymous?

Staff are encouraged to consent to be named when sharing low-level concerns, as this will help to create a culture of openness and transparency. If the staff member who raises a low-level concern does not wish to be named, the school will respect that person's wishes as far as possible. However, there may be circumstances where the staff member who raises the concern will need to be named (for example, where disclosure is required by a court or local authority, or under a fair disciplinary process) and, for this reason, the school will not promise anonymity to members of staff who share low-level concerns.

11. Should staff share concerns about themselves (i.e. self-report)?

Occasionally a member of staff may find themselves in a situation which could be misinterpreted or might appear compromising to others. Staff should, wherever possible, proactively self-report – for example, if they know they are going to be in a situation which would be deemed a breach of the school's Staff Code of Conduct, including, for example, where a member of staff (i) has a child who is a student in the school – they may have the mobile phone number of their child's friend; (ii) plays in an external sports team with a current student and they may be on a WhatsApp group with them; and (iii) is having to drive a student somewhere – for example for an urgent medical appointment.

Equally, a member of staff may, for whatever reason, have behaved in a manner which, on reflection, they consider falls below the standard set out in the school's Staff Code of Conduct. Self-reporting in these circumstances can be positive for a number of reasons, and staff are encouraged to self-report on the basis that:

- it is self-protective, in that it enables a potentially difficult issue to be addressed at the earliest opportunity;
- it demonstrates awareness of the expected behavioural standards and self-awareness as to the member of staff's own actions or how they could be perceived; and
- crucially, it is an important means of maintaining a culture where everyone aspires to the highest standards of conduct and behaviour.

The school's aim is to create an environment where staff are encouraged and feel confident to self-refer.

12. How should low-level concerns be shared and recorded?

Concerns should be reported in the first instance through the Safeguarding Form (see Appendix 3).

The concern can also be shared verbally with the Principal, DSL or a written summary of it can be provided to them and with the option of submitting a Low-Level Concern via the Safeguarding Form found on Teams and in the Staff Room Folder.

Where the low-level concern is provided verbally, the Principal or DSL will make an appropriate record of the conversation on the Low-Level Concerns Log, either contemporaneously or

immediately following the discussion and will exercise sound professional judgment in determining what information is necessary to record for safeguarding purposes.

Where a low-level concern relates to a person employed by a supply agency or a contractor, the school will notify that person's employer so that any potential patterns of inappropriate behaviour can be identified.

13. How should a low-level concern be responded to?

Once the concern has been received, it will be investigated (not necessarily in the below order but in an appropriate sequence according to the nature and detail of the particular concern shared with them):

- Speak to the person who raised the low-level concern (unless it has been raised anonymously).
- Speak to any potential witnesses (unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted).
- Speak to the individual about whom the low-level concern has been raised (unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted).

Review the information and determine whether:

- The behaviour is in fact appropriate – i.e. is entirely consistent with the school's Staff Code of Conduct and the law;
- The behaviour constitutes a low-level concern;
- There is any doubt as to whether the information which has been shared about a member of staff as low-level concern in fact may meet the harm threshold, in which case they will consult with the LADO;
- When considered with any other low-level concerns that have previously been shared about the same individual, the behaviour may meet the harm threshold and should be referred to the LADO/other relevant external agencies; or

Confirm to the staff member involved that a record of the incident has been added to the Low-Level Concerns log, along with any agreed outcomes.

Ensure that appropriate and detailed records are kept of all internal and external conversations regarding the concern or allegation, their determination, the rationale for their decision and any actions taken, and retain records in accordance with the Low-Level Concerns Policy.

Consider whether the concern or allegation also potentially raises misconduct or capability issues – taking advice from HR on a named or no-names basis where necessary – and, if so, refer the matter to HR.

14. What action will be taken if it is determined that the behaviour is entirely consistent with the school's Staff Code of Conduct and the law?

The Principal will update the individual in question and inform them of any action taken (as above).

The Principal will speak to the person who shared the low-level concern – to provide them with feedback about how and why the behaviour is consistent with the school's Staff Code of Conduct and the law.

15. What action will be taken if it is determined that the behaviour constitutes a low-level concern?

Any investigation of low-level concerns will be done discreetly and on a need-to-know basis.

Most low-level concerns by their very nature are likely to be minor. Some will not give rise to any ongoing concern and, accordingly, will not require any further action. Others may be most appropriately dealt with by means of management guidance and/or training. In many cases, a low-level concern will simply require a conversation with the individual about whom the concern has been raised.

Any such conversation with individuals in these circumstances will include being clear with them as to why their behaviour is inappropriate, problematic or concerning, what change is required in their behaviour, enquiring what, if any, support they might need in order to achieve and maintain that and being clear about the consequences if they fail to reach the required standard or repeat the behaviour in question. Ongoing and transparent monitoring of the individual's behaviour may be appropriate. An action plan or risk assessment which is agreed with the individual, and regularly reviewed with them, may also be appropriate.

Some low-level concerns may also raise issues of misconduct or poor performance which are unrelated to safeguarding. The Principal will also consider whether this is the case – by referring to the School's disciplinary and/or capability procedure and taking advice from HR and/or taking specialist advice as necessary on a named or no-names basis where necessary.

If the Principal considers that the school's disciplinary or capability procedure may be triggered, they will refer the matter to HR. If HR advise that the school's disciplinary or capability procedure is triggered, the individual will have a full opportunity to respond to any factual allegations which form the basis of capability concerns or a disciplinary case against them.

Staff should be aware that when they share what they believe to be a low-level concern, the Principal will speak to the adult who is the subject of that concern (unless advised not to do so by the LADO/other relevant external agencies, where they have been contacted) – no matter how 'low' level the concern may be perceived to be, to gain the subject's account – and to make appropriate records (as above), which may need to be referenced in any subsequent disciplinary proceedings.

How the school responds to a low-level concern may be different depending on the employment status of the individual who is the subject of the concern - i.e. whether they are an

employee or worker to whom the school's disciplinary and/or capability procedure would apply; or a contractor or volunteer. The school's response will be tailored accordingly.

16. What action will be taken if it is determined that the behaviour:

In and of itself may meet with harm threshold, or when considered with any other low-level concerns that have previously been shared about the same individual, may meet the harm threshold? Then it will be referred to the LADO/other relevant external agencies, and in accordance with the school's Safeguarding Policy, Part 4 of KCSIE 2022 and the relevant procedures and practice guidance stipulated by the school's Local Safeguarding Partnership.

17. How should low-level concerns be held?

The school will retain all records of low-level concerns (including those which are subsequently deemed by the Principal to relate to behaviour which is entirely consistent with the school's Staff Code of Conduct) on the Low-Level Concerns Log.

Where multiple low-level concerns have been shared regarding the same individual these will be kept in chronological order as a running record, and with a timeline alongside. These records will be kept confidential and held securely with access afforded only to a limited number of individuals such as the Principal, HR and DSL.

18. How often should the central low-level concerns file be reviewed?

The Principal will review the central low-level concerns file periodically to ensure that all such concerns are being dealt with promptly and appropriately, and that any potential patterns of inappropriate, problematic or concerning behaviour are identified. A record of these reviews will be made.

Where a pattern of behaviour is identified in respect of a specific individual, the Principal will also consider whether any wider cultural issues are at play that may have enabled the behaviour and/or whether the school should arrange for additional training or a review of any of its policies to reduce the risk of it happening again.

19. How long should records of a low-level concern be kept?

Low-level concerns will be retained securely by the school for as long as deemed relevant and necessary for a safeguarding purpose unless the school is required to disclose by law (for example, where the harm threshold is met in respect of the individual in question). In most cases, once a staff member leaves the school, any low-level concerns which are held relating to them:

will be retained for the same duration as that individual's personnel file; and will not be included in any onward reference, except as set out at paragraph 20.

20. References

Low-level concerns will not be included in references unless they relate to issues which would normally be included in references, for example, misconduct or poor performance. A low-level concern which relates exclusively to safeguarding (and not to misconduct or poor performance) will not be referred to in a reference.

21. What is the role of the Senior Leadership Team (SLT)?

The Principal will regularly inform the SLT about the implementation of the Low-Level Concerns Policy and any evidence of its effectiveness, e.g. by including reference to it in any safeguarding reports and providing any relevant data.

The SLT will also review an anonymised sample of low-level concerns at regular intervals, in order to ensure that these concerns have been responded to promptly and appropriately.

Policy review

This policy is designed to set good practice standards. However, the school recognises that best practice develops over time and, as such, will update it regularly in light of experience and as a result of changes in legislation or its own internal organisation and policies. As with all Wendover policies, this policy will be reviewed according to our comprehensive policy review calendar.

Date policy reviewed: August 2025

Date of next review: August 2026

Appendix 1: Wendover Online School key staff

Details of individuals currently in the roles defined within the Low-Level Concerns Policy:

Principal: Sarah Bacon sarah.bacon@wendoverschool.com 07800 804041

Designated Safeguarding Lead: Rachel Smith
rachel.smith@wendoverschool.com

Deputy Designated Safeguarding Lead: Jude Richardson
jude.richardson@wendoverschool.com

Wendover Online School 24-hour emergency contact number: 01604 859331

Appendix 2: Spectrum of behaviour

Allegation

Behaviour which indicates that an adult who works with children has:

- behaved in a way that has harmed a child, or may have harmed a child; and/or
- possibly committed a criminal offence against or related to a child; and/or
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

Low-Level Concern

Does not mean that it is insignificant, it means that the adult's behaviour towards a child does not meet the threshold set out above. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' – that an adult may have acted in a way that:

- is inconsistent with the School's Staff Code of Conduct, including inappropriate conduct outside of work; and
- does not meet the allegation threshold or is otherwise not serious enough to consider a referral to the LADO – but may merit consulting with and seeking advice from the LADO, and on a no-names basis if necessary.

Appropriate Conduct

Behaviour which is entirely consistent with the School's Staff Code of Conduct, and the law.

Appendix 3: Low-Level Concern Form

Low-Level Concern Form	
Your Details (Name-optional)/ Role / Date Written	
Details of the individual whom the concern is about Please list name / role / relationship to the individual reporting the concern (e.g. manager, colleague)	
What behaviour and/or incident are you reporting?	
What exactly happened?	
Why does the behaviour and/or incident worry you?	
Why do you believe the behaviour and/or incident is not consistent with our Staff Code of Conduct?	
Names of any children or young people involved	
Do you believe there is a risk of harm to the above children or young people, either now or in the future, as a result of the individual's behaviour? Explain your answer.	
What would you like to see happen in response to your concern?	
Please state any other information that you believe is relevant to the processing of this concern	

Appendix 4: Low-Level Concerns Log

Incident number	Date	Teacher / Staff member concerned	Year Group / Student concerned	Where has the concern been raised? e.g. Safeguarding form / conversation?	Name of person reporting and relationship to student	Incident / Concern summary	Action taken (including reasons for decisions) and Outcomes* (NB – this section is only to be completed by DSL / DDSL)	Date Action taken	Follow up Action and Notes	Date of follow up meeting	Follow up Action by DSL / DDSL, if no follow-up required go to column M for Final Action	Final Action (Case closed / moved to low level concern / Signed off by DSL and DDSL (initials required) Date)