

# Thurrock LADO Information Document

August 2024



Thurrock  
**Social Work**  
**CHILDREN'S SERVICES**  
Small enough to care. Big enough to make a difference.



 [thurrock.gov.uk](https://www.thurrock.gov.uk)

# Thurrock LADO Information Document

<b>Version:</b>	V.2
<b>Date Last Updated:</b>	August 2024
<b>Document Owner(s):</b>	Thurrock Quality Assurance Service
<b>Document to be reviewed:</b>	August 2025

## Thurrock Council

**Are you concerned about  
an adult working or  
volunteering with  
children?**

**For advice and referrals please contact:**

**Thurrock LADO**

**(Local Authority Designated Officer)**

**Carole Fuller on 01375 652921 or**

**Mobile 07738821584**

**Email: [LADO@thurrock.gov.uk](mailto:LADO@thurrock.gov.uk)**

**If you are unable to reach the LADO, please call Marie  
Jerman, LADO Administrative Officer on 07762406606  
In the event that there is no answer, there is a recorded  
message informing the caller of the LADO duty email  
address as above**

# Thurrock LADO Information Document

## 1. What does the Thurrock LADO do?

The role of the Local Authority Designated Officer (LADO) was initially introduced within 'Working Together to Safeguard Children' guidance in 2006, which has been developed over time to meet changing national guidance. A copy of Working Together to Safeguard Children (last updated February 2024) can be obtained from the Government website as can a copy of Keeping Children Safe in Education (last updated May 2024). Statutory requirements are incorporated within Chapter 7 'Allegations Management' of the Southend, Essex and Thurrock (SET) Child Protection and Safeguarding Procedures which can be viewed at [www.thurrock.gov.uk/childrens-care-professionals-processes/child-protection-procedures](http://www.thurrock.gov.uk/childrens-care-professionals-processes/child-protection-procedures) or [www.thurrocklscp.org.uk/lscp/professionals/set-procedures](http://www.thurrocklscp.org.uk/lscp/professionals/set-procedures).

The Thurrock LADO is specifically involved in cases where there is a concern or allegation that someone working or volunteering 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 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 LADO gives advice and guidance and manages the process of allegations made against adults working or volunteering with children in a 'position of trust'. It is a complex and sensitive process which seeks to ensure that a thorough and fair investigation takes place to safeguard children and for the employee who is the subject of the allegation. This should not be confused with allegations made by children against other children, which is not the remit of the LADO but should be referred to [Thurrockmash@thurrock.gov.uk](mailto:Thurrockmash@thurrock.gov.uk) 01375 652802.

The LADO has no authority to investigate, but has a duty to ensure that an appropriate investigation is carried out by relevant agencies such as the **Police** (if a criminal offence has been committed), **Children's Social Care** (if a child is deemed to be at risk of harm or in need of support), or by the **employer** (if professional practice standards have been breached or the conduct and behaviour of the member of staff raises concerns about suitability). It could also be a combination of investigations, not necessarily by just one agency.

The employer, or in the case of a sole trader (e.g. a child minder), may also have a duty to inform the allegation to a Governing body or Inspectorate such as Ofsted, or a Regulatory or Professional body such as the General Medical Council.

## 2. How to make a referral to the Thurrock LADO

If your workplace has a designated senior manager or a designated safeguarding lead who deals with allegations, advise them of your concerns. If, after professional consideration by the designated senior manager or designated safeguarding lead, the allegation or concerns appear to meet the threshold criteria for the LADO, the

# Thurrock LADO Information Document

LADO must be contacted within 24 hours of any situation arising (see contact details under Section 8).

If you are a sole trader or do not have a designated senior manager or safeguarding lead for allegations, you should still contact the Thurrock LADO directly with the concerns; including if an allegation has been made about you by another professional, parent or child.

It is important that you take advice from the LADO before commencing any internal investigations. For instance, it may not be appropriate to immediately inform an employee or volunteer that there has been an allegation or that there are safeguarding concerns because this could potentially prejudice any criminal investigation if an offence has been committed.

Concerns may not solely be in connection with what happens in the working environment. The actions of an individual in their personal life may also indicate that their behaviour could present a transferable risk of harm in respect of their workplace or voluntary role e.g. perpetrators of domestic violence, neglect or any form of abuse towards their own children.

### **3. What will happen when I refer?**

The LADO will ask you for key details, such as:

- Your details
- Details of any identified child(ren) including address and date of birth
- The identity, date of birth and address of the adult(s) about whom the concerns relate
- A brief summary of the allegation(s) or concern(s)
- Details of any previous concerns about the behaviour or conduct of the adult

You will be asked to complete a LADO Referral Form, where necessary. The LADO will advise on the next steps, which may include setting a date for a Management Planning Meeting.

The LADO has a responsibility to review and monitor cases with the aim of achieving a thorough, fair and timely investigation. The LADO also has a statutory responsibility to retain accurate records about the allegation, including those involved, how the matter has been investigated and the outcome; which could be one of the following:-

- False – sufficient evidence to disprove the allegation
- Malicious – clear evidence that the allegation was entirely false and made in order to cause deception
- Unfounded – no evidence to support the allegation being made (possibly due to a lack of or misunderstanding of circumstances)
- Unsubstantiated – insufficient evidence to prove or disprove the allegation (i.e. does not imply guilt or innocence)
- Substantiated – sufficient evidence to prove the allegation

# Thurrock LADO Information Document

The LADO will give advice on the conclusion of a case as to whether a referral to the Disclosure and Barring Service is required (this is an employer's legal responsibility to complete), or whether notification to a professional or statutory body is required.

## 4. What to bring to a Strategy / Management Planning Meeting

If you are a Senior Manager or the named safeguarding lead within your organisation, you will be invited to a Management Planning Meeting as a result of the concerns if the threshold has been met. If so, you should ensure you have the following information:

- Initial incident / concern report including date, time what happened or what was disclosed, what was said and by whom
- Name, address and date of birth of the member of staff
- Employment record including details of any previous allegations or concerns of a safeguarding nature, and outcome of investigations
- Details of staff member's employment or volunteering activity with any other organisation that works with children
- Details of any identified child(ren) if known
- Any information or training undertaken by the member of staff such as safeguarding induction and training, health and safety training, safer working practice guidance
- The code of conduct / staff behaviour policy for your organisation
- Details of any action already undertaken in regards to the allegation
- Names of possible witnesses with contact details
- Information about the child's behaviour, family background or special needs which may be pertinent to the allegation
- Details of any previous allegations against the staff member made by the child or any other children.
- Any language and communication difficulties for the child or adult

## 5. Whistleblowing

Organisations must ensure they have an effective Whistleblowing Policy and Procedures in place which is understood by all staff, parents and children, should they wish to raise a concern about the behaviours of employees/volunteers who are in a 'position of trust', working with children.

In addition, there should also be available guidance on the management of allegations against adults who work or volunteer with children. Both policies and guidance should contain the contact details of the LADO.

## 6. Duty of Care

The welfare of a child is paramount, and this will be the prime concern in terms of investigating an allegation against a person in a 'position of trust'. However, when an allegation or safeguarding concern is being investigated, it is likely to be a very stressful experience for the adult who is the subject of the investigation and also their family members. It is important that an employer offers appropriate welfare support

# Thurrock LADO Information Document

at such times, and recognises the sensitivity of the situation. Information is confidential and should not be shared with other staff, children or parents who are not directly involved within the investigation. The process of the investigation must be fair and thorough.

## 7. Key Points

Regardless of the nature of the allegations, it must be reported to the Thurrock LADO within 24 hours. This must also include situations where the worker or volunteer immediately resigns, as there is a duty to continue with the investigation to reach and record an outcome.

Compromise agreements are not acceptable in such circumstances and may put other children at risk in the future if entered into.

Complaints procedures are separate to allegations which indicate that a child may have been harmed. The LADO will advise if the referral meets threshold or whether it should be dealt with through the employer's normal complaints procedures and recorded as a 'consultation' with the LADO. Regardless of whether a child or parent does not wish to pursue a complaint or allegation, continuance should always be considered as other children may potentially be at risk.

## 8. Contacting the Thurrock LADO

Please email your details and concerns to the [LADO@thurrock.gov.uk](mailto:LADO@thurrock.gov.uk) as this is monitored by the LADO and Administrative Assistants.

The Thurrock LADO telephone line is open from Monday to Friday (during office hours, excluding public holidays). You may initially speak to the LADO Administration Officer who will log your details and pass the details on to the LADO.

Phone – 01375 652 921

Mobile – 07738821584

Email – [LADO@thurrock.gov.uk](mailto:LADO@thurrock.gov.uk)

It is important to note the Thurrock LADO does not cover areas located under Essex County Council or Southend-on-Sea Borough Council.

For child protection enquiries that are not related to an allegation about a professional, in the first instance please call Thurrock MASH 01375 652802 or email [ThurrockMash@thurrock.gov.uk](mailto:ThurrockMash@thurrock.gov.uk) if the child does not already have an allocated social worker. If the child already has an allocated social worker please make direct contact with the social worker or their team manager

For educational advice and guidance that is not related to safeguarding, please follow this link [www.thurrock.gov.uk/education-and-learning](http://www.thurrock.gov.uk/education-and-learning).

For allegations relating to the abuse of vulnerable adults, please email [SafeguardingAdults@thurrock.gov.uk](mailto:SafeguardingAdults@thurrock.gov.uk)