

Responding to allegations against persons in positions of trust

Expected processes





Report concerns



Speak up

Any person who becomes aware of information relating to concerns or allegations against a person in a position of trust is expected to pass this information to the appropriate person within their organisation.



Identifying lead person

The appropriate person should be outlined clearly within internal policies and procedures and may be a senior manager, or a designated PiPOT lead or safeguarding lead.

Share information



Does the information available indicate that a criminal offence may have occurred?

If so, the allegation or concern must be reported to the police.



Does the person work with and pose possible risk of harm to children?

If so, the allegation must be referred to H&F LADO.



Informing person's employer

Consider whether the information should be disclosed to the person's employer.



Recording

Record the information and decisions clearly, outlining the rationale for any decision made. This includes where decision is made not to disclose.



Consider safeguarding duties

If the allegation relates to alleged abuse or neglect of a child or an adult at risk, then the appropriate safeguarding referral should be made with the relevant local authority.



Investigating concerns



Assess and manage risk

Employers must conduct a risk assessment and draw up a risk management plan as part of the initial response to an allegation. This could involve a meeting which includes senior management, adult safeguarding lead, PiPOT lead and HR manager. Where appropriate, the employee and any representative may also be involved.



Manage communication

It is essential that every effort be made to maintain confidentiality and manage communications while an allegation against an employee is being investigated. This could involve liaison with police or local authority where parallel investigations are taking place, so as to align processes as closely as possible and ensure risks are appropriately and jointly managed.

Keeping staff informed

1

Concern raised

Where it is appropriate, the employer should discuss allegation with the employee and give them an opportunity to share their view. The employer should clearly set out the steps they intend to take in response to the allegation and agree timescales for actions to ensure the process is concluded in a timely way.

2

During investigation

Regular updates should be provided to the employee via a designated point of contact. Advice should also be given on what support is available, such as counselling services, occupational health services or union representation.

3

At the conclusion of investigation

The outcome of the investigation must be fed back to the staff member with consideration paid to supporting the member of staff to return to usual work duties where appropriate; this is particularly relevant where the allegation has been found to be false/unfounded.

Keeping people safe

Where an investigation has identified potential risk to those who the person works with, action will need to be taken to ensure that we are keeping adults at risk safe.

Where a referral to a regulatory body is necessary, this must be done promptly and as soon as possible once the investigation has concluded. Without these referrals, individuals who pose a danger to children, vulnerable adults, or both could easily seek employment with access to these groups

If you are unsure whether to refer to a professional body, you can check the referral criteria set out by the specific body that the person is registered with.



Disclosure and Barring Service

Where a decision is taken to terminate an individual's contract or dismiss the individual (paid worker or unpaid volunteer) from work, the organisation has a legal duty to make a referral to the [Disclosure and Barring Service](#).

Professional Bodies

There may be situations where it is appropriate for an employer to refer to a regulatory body. This could include:

[Social Work England](#),
[The Health and Care Professions Council \(HCPC\)](#),
[The Nursing & Midwifery Council](#)
[General Medical Council \(GMC\)](#)

Find out more

More information about how to respond to allegations against persons in position of trust should be available via your own organisation's policies and procedures. These documents will reflect the needs of individual organisations and their service users.

The H&F Safeguarding Adults Board has also developed guidance which outlines expectations when responding to such allegations in more detail.