

Fort Royal

Community Primary School

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Low-Level Concerns Policy

Review Date September 2026			
Statutory Policy? Yes	Governors Approval	Responsibility of Lara Collingwood	Date September 2025

HISTORY OF POLICY REVIEW/CHANGES

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Statement of intent

Fort Royal Primary School understands the importance of acknowledging, recording, and reporting all safeguarding concerns, regardless of their perceived severity. We understand that, while a concern may be low-level, that concern can escalate over time to become much more serious.

Our school prides itself on creating a safe and prosperous environment for children, and our staff are expected to adhere to high standards of behaviour when it comes to professional conduct regarding children. The school has clear professional boundaries which all staff are made aware of and will adhere to. We are committed to ensuring that any safeguarding concerns are dealt with as soon as they arise and before they have had a chance to become more severe, to minimise the risk of harm posed to our children.

It may be possible that a member of staff acts in a way that does not cause risk to children but is, however, inappropriate. A member of staff who has a concern about another member of staff should inform the Headteacher about their concern using a Low-Level Record of Concern Form. If the Headteacher cannot be contacted, staff can approach the Deputy Headteachers Lara Collingwood or Vanessa Scott or contact the Chair of Governors Emma Evans.

1. **Legal** Framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- DfE (2025) 'Keeping children safe in education 2025'
- DfE (2023) 'Working Together to Safeguard Children'

The following is taken from Keeping Children Safe in Education September 2025

(DfE KCSIE 2025 paragraph 433) As part of their whole school or college approach to safeguarding, schools should ensure that they promote 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.

Creating a culture in which all concerns about adults are shared responsibly and with the right person, recorded and dealt with appropriately, is critical. If implemented correctly, this should:

- enable schools and colleges 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 institution.

This policy operates in conjunction with the following school policies/guidance:

- Child Protection and Safeguarding Policy
- WCC Staff Code of Conduct and Fort Royal Staff Code of Conduct
- Manual Handling guidance
- Mobile Phone Policy
- Personal care guidance
- Whistleblowing Policy
- Relationship based Behaviour Regulation Policy
- Data Protection Policy
- Staff Handbook

2. Definitions

For the purposes of this policy, a **low-level concern** is defined as any concern had about an adult's behaviour towards, or concerning, a child that does not meet the harms threshold (see below) or is otherwise not serious enough to consider a referral at the time of its reporting. Low-level concerns refer to behaviour on the part of a staff member towards children that is considered inappropriate in line with statutory safeguarding advice, the Staff Code of Conduct, and the appropriate and inappropriate behaviour subsection of this policy.

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 in or on behalf of the school may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work and
- does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.

Low-level concerns are differentiated from concerns that can cause **harm**. The harms threshold is the point at which a concern is no longer low-level and constitutes a threat of harm to a child. This threshold is defined as an accusation that an adult has:

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against, or related to, a child.
- Behaved towards a child in a way that indicates they may pose a risk of harm to children.
- Behaved in a way that indicates they may not be suitable to work with children, including behaviour that has happened outside of school.

While low-level concerns are, by their nature, less serious than concerns which meet the harms threshold, the school understands that many serious safeguarding concerns, e.g., child sexual abuse, often begin with low-level concerns, e.g. being overly friendly with children. The school will ensure that all staff are aware of the importance of recognising concerns before they escalate from low level to serious, wherever possible.

3. Roles and Responsibilities

The governing board is responsible for:

- Ensuring that the school complies with its duties under child protection and safeguarding legislation.
- Ensuring that policies, procedures, and training opportunities with regard to reporting safeguarding concerns are compliant and effective.
- Guaranteeing that there is an effective Staff Code of Conduct that outlines behavioural expectations.
- Ensuring that a suitably trained DSL has been appointed, alongside deputy DSLs where appropriate.
- Ensuring that there are robust reporting arrangements, including inter-agency collaboration.
- Ensuring that there are appropriate procedures in place to handle allegations and low-level concerns reported against members of staff.

The Headteacher is responsible for:

- Being a point of contact for all staff when they have safeguarding concerns, whether serious or low-level.

- Assessing whether safeguarding concerns about staff members meet the threshold for being termed an allegation, or whether they are low-level concerns.
- Implementing this policy, and all related policies, throughout the school, and ensuring that staff adhere to it at all times.
- Safeguarding children's wellbeing and maintaining public trust in the teaching profession.
- Ensuring that all staff have undertaken safeguarding training.
- Ensuring that all staff have an ongoing awareness of low-level concerns and reporting procedures.

The DSL is responsible for:

- Being a point of contact for all staff when they have safeguarding concerns, whether serious or low-level, if the Head Teacher is not available
- Assessing whether safeguarding concerns about staff members meet the threshold for being termed an allegation, or whether they are low-level concerns.
- Following all procedures outlined in this policy for acting upon low-level concerns.
- Liaising with the Headteacher, staff members, the governing body, and all relevant agencies to act upon concerns, where necessary.
- Keeping detailed, accurate and secure records of all low-level concerns and any actions taken.

Staff are responsible for:

- Adhering to all the relevant policies and procedures, including acting within the Staff Code of Conduct at all times.
- Interacting with children in a way that is respectful and appropriate for their level of authority and has due regard to the power imbalance between children and staff members.
- Understanding the importance of reporting low-level safeguarding concerns.
- Reporting any and all safeguarding concerns they may have about children immediately.
- Reporting any and all safeguarding concerns they may have about the behaviour of a member of staff immediately.

4.Prevention Amongst Staff

Appropriate and inappropriate behaviour

The children at Fort Royal Primary School are vulnerable due to their special educational needs and disabilities. The children are all working at early developmental levels and are not always able to understand or communicate that they are not comfortable or happy about how adults behave and interact towards them. It is therefore imperative that all staff members are aware of the standards of appropriate behaviour expected towards our vulnerable children.

Staff will ensure that they pay due regard to the fact that:

- They are in a unique position of trust, care, responsibility, authority, and influence in relation to children.
- There is a significant power imbalance in the pupil-staff dynamic.
- There are more stringent expectations on their behaviour with regard to children due to their position as a public professional.
- They are working with vulnerable children and need to understand that they are advocates for the children.

Staff will remain aware of the fact that all children at Fort Royal Primary School are under the age of eighteen and that staff do not engage with children as they would with their own peers. Staff will be aware that if there is any doubt regarding whether the behaviour of another adult is appropriate, this should be reported to the Headteacher immediately.

Inappropriate behaviour can exist on a wide spectrum, from inadvertent or thoughtless behaviour to behaviour which is ultimately intended to enable abuse. Examples of inappropriate behaviour (not exhaustive) that would constitute a low-level concern that should be reported to the Headteacher include:

- **Being overly friendly with children** - this could include, but is not limited to, communicating with a child through personal social media or allowing inappropriate conversations or enquiries to occur with children, e.g., conversations that are about a staff member's personal life or are of a sexual nature.
- **Having favourites** - this could include, but is not limited to, calling children by pet/nick names or terms of endearment or buying children gifts. It could also include demonstrating that a child is out of favour due to the way that adults behave towards them.
- **Taking photographs of children on their personal mobile phones or devices.**
- **Engaging with a child on a one-to-one basis in a secluded area or behind a closed door** - this would not be in line with any child's personal plans and not part of the child's personalised timetable.
- **Using inappropriate, sexualised, intimidating, or offensive language** - this would include shouting at or being aggressive towards a child.
- **Humiliating children.**
- **Not following school policies and guidance when working with children** - e.g. Relationship based Behaviour Regulation policy, manual handling or personal care guidance.

Staff will be aware that some of the above low-level concerns may meet the harm threshold depending on certain factors, e.g. the age or needs of the child or the content of exchanged messages, and that some of the above incidents may not be concerns in context.

Staff will also be made aware that behaviour which raises concerns may not be intentionally inappropriate, and that this does not negate the need to report the behaviour. Staff members who engage in low-level inappropriate behaviour in relation to children inadvertently will be made aware and supported to correct this behaviour in line with the Staff Code of Conduct and school policies and procedures. The Headteacher will also evaluate whether additional training would be beneficial for any staff members exhibiting concerning behaviour, or the staff cohort as a whole where low-level concerning behaviour is seen more widely.

School culture

The school understands that spotting the early signs of harmful behaviour towards children can be difficult, and that many will be hesitant to report concerns they have about their colleagues' behaviour, particularly the behaviour of their superiors. Staff are encouraged to maintain an attitude that recognises that abuse can happen anywhere, in any setting, and that anyone can be a perpetrator regardless of their age, sex, level of authority, personality, etc.

The school will ensure that all staff members have received training as part of their induction that outlines appropriate behaviour towards children for staff members. All staff will read, understand, and adhere to the appropriate and inappropriate behaviour subsection of this policy, as well as the Staff Code of Conduct.

Staff will address any questions they have regarding safeguarding to the DSL. The school will work to foster an environment where personal and professional boundaries are clearly set and respected by all individuals in the school community and an appropriate professional manner is maintained by staff at all times.

The school will ensure that all staff are sufficiently trained surrounding the reporting of safeguarding concerns as part of their induction, and that refresher training is conducted, as necessary. The school will ensure that all staff understand how to recognise and report safeguarding concerns. Staff will be

trained to identify concerning or problematic behaviour towards children that may indicate a safeguarding concern, and how to identify signs of abuse or harm in children.

Evaluating school culture following concerns

The school will ensure that appropriate consideration is given to the school's culture and whether or not it has enabled the inappropriate behaviour to occur. The Headteacher will review whether any changes need to be made to relevant policies or training programmes in light of any evaluations of the school's culture, in order to achieve an open and transparent culture that deals with all concerns promptly and appropriately.

5. Reporting Concerns

The school will promote a culture in which safeguarding children is the uppermost priority, beyond any perceived professional loyalties to colleagues, ensuring that staff are actively encouraged to report concerns, regardless of their relationship with the staff member. Staff will report all safeguarding concerns they have to the Headteacher immediately in line with the procedures laid out in the Child Protection and Safeguarding Policy. Staff members will report concerns without undue delay. Staff members will be aware that concerns are still worth reporting even if they do not seem serious.

Staff members will report their concerns to the Headteacher or named Deputy Headteachers verbally, or by submitting a Low-level Concern Reporting Form. When submitting concerns, staff will take care to ensure that they observe the Confidentiality Policy and the Allegations of Abuse Against Staff Policy and protect the identity of all individuals to which the concern pertains as far as possible.

Staff members may request anonymity when reporting a concern, and the school will endeavour to respect this as far as possible. The school will not, however, promise anonymity to staff members who report concerns in case the situation arises where they must be named, e.g., where it is necessary for a fair disciplinary hearing. In line with the Whistleblowing Policy, staff will be protected from potential repercussions caused by reporting a genuine concern.

Where a low-level concern relates to the Headteacher, it should be reported to the chair of governors. Where a low-level concern relates to a person employed by another agency or a contractor to work in the school, staff will also be required to report this to the Headteacher, who will, in turn, inform the employer of the subject of the concern. All concerns reported to the Headteacher will be documented in line with Keeping Children Safe in Education 2025.

6. Self-Reporting

On occasion, a member of staff may feel as though they have acted in a way that:

- Could be misinterpreted.
- Could appear compromising to others.
- They realise, upon reflection, falls below the standards set out in the Staff Code of Conduct or violates another school policy.

The school will ensure that an environment is maintained that encourages staff members to self-report if they feel as though they have acted inappropriately or in a way that could be construed as inappropriate upon reflection. The Headteacher and SLT will, to the best of their abilities, maintain a culture of approachability for staff members, and will be understanding and sensitive towards those who self-report.

Staff members who self-report will not be treated more favourably during any resulting investigations than staff members who were reported by someone else; however, their self-awareness and intentions will be

taken into consideration.

7. Organisations or individuals using school premises.

Fort Royal Primary School may receive an allegation relating to an incident that happened when an individual or organisation was using our premises for the purpose of running activities for children (for example a play scheme). As with any safeguarding allegation, where this is the case, we will follow our safeguarding policies and procedures, including informing the LADO.

8. Evaluating Concerns

Where the Headteacher is notified of a safeguarding concern, they will use their professional judgement to determine if the concern is low-level or if it must be immediately escalated, e.g., where a child is at immediate risk of harm. When deciding if a concern is low-level, the Headteacher will discuss the concern with the DSL and will seek advice from the Local Area Designated Officer (LADO) where there is any doubt about how seriously to take the concern. When seeking external advice, the Headteacher will ensure they adhere to the Data Protection Policy, and the information sharing principles outlined in the Child Protection and Safeguarding Policy, at all times.

To evaluate a concern, the Headteacher and DSL will:

- Speak to the individual who raised the concern to determine the facts and obtain any relevant additional information.
- Review the information and determine whether the behaviour displayed by the individual about whom the concern was reported is consistent with the Staff Code of Conduct and the law.
- Determine whether the concern, when considered alongside any other low-level concerns previously made about the same individual, should be reclassified as an allegation and dealt with alongside the Allegations of Abuse Against Staff Policy.
- Consult with and seek advice from the LADO.
- Speak to the individual about whom the concern has been raised to inform them of the concern and to give them an opportunity to respond to it.
- Ensure that accurate and detailed records are kept of all internal and external conversations regarding evaluating the concern, and any actions or decisions taken.

9. Acting on Concerns

Where the concern is unfounded

If it is discovered upon evaluation that the low-level concern refers to behaviour that was not considered to be in breach of the Staff Code of Conduct, the Headteacher will speak to the individual about whom the concern was made to discuss their behaviour, why and how the behaviour may have been misconstrued, and what they can do to avoid such misunderstandings in the future. The Headteacher will also speak to the individual who shared the concern, outlining why the behaviour reported is consistent with school standards and the law. The Headteacher will take care to ensure that conversations with individuals who reported concerns that transpired to be unfounded do not deter that individual from reporting concerns in the future.

The Headteacher will discuss the concern with the DSL to discern whether the behaviour, and the reporting of this behaviour, is indicative of ambiguity in the school policies or procedures, or the training it offers to staff.

Where such ambiguity is found, the DSL and Headteacher will work together to resolve this with input from other staff members, as necessary.

Where the concern is low-level

Where the Headteacher determines that a concern is low-level, the school will respond to this in a sensitive and proportionate manner. The following procedure will be followed:

- The Headteacher holds a meeting with the individual about whom the concern was reported, during which they will:
 - Talk to the individual in a non-accusatory and sympathetic manner.
 - Inform them of how their behaviour was perceived by the individual who reported the concern (without naming them, where possible).
 - Clearly state what about their behaviour was inappropriate and problematic.
 - Discuss the reasons for the behaviour with the individual.
 - Inform the individual clearly what about their behaviour needs to change.
 - Discuss any support that the individual may require in order to achieve the proper standards of behaviour.
 - Allow the individual the opportunity to respond to the concern in their own words.
- The Headteacher will ask the individual to re-read the Staff Code of Conduct or relevant policy.
- The DSL and the Headteacher will consider whether the individual should receive guidance, supervision, or any further training.
- Where considered appropriate in the circumstances, the Headteacher will develop an action plan, with input from the individual, that outlines ongoing and transparent monitoring of the individual's behaviour and any other support measures implemented to ensure the staff member's behaviour improves.
- Where it is necessary to undergo an investigation into the behaviour, this will be done discreetly, and information will only be disclosed to individuals on a need-to-know basis.
- Where any child has been made to feel uncomfortable by the individual's behaviour, they will be offered well-being support, where appropriate.

The Headteacher will ensure that all details of the low-level concern, including any resultant actions taken, are recorded on the school's Low Level Concern Database, and securely stored in line with the Records Management Policy and the Data Protection Policy. This database is in a secure file and can only be accessed by the Headteacher and Deputy Headteachers who are also DSL's. The Headteacher will ensure that these records are kept organised and up-to-date, and that it is easy to refer to them if any other concerns are reported about the same individual.

The specific approach to handling low-level concerns will be adapted on a case-by-case basis. It is unlikely that a low-level concern will result in disciplinary procedures; however, individuals may be given warnings in line with the Disciplinary Policy and Procedure where behaviour does not improve once it is brought to their attention. Where behaviour does not improve over a longer period, the concerns will be escalated and dealt with in line with the Allegations of Abuse Against Staff Policy.

Where the concern is serious

The **Headteacher** may decide upon evaluation that a concern is more serious than the reporter originally thought, e.g., when viewed in conjunction with other evidence or other concerns made about the same individual. Where this decision is made, the concern will be escalated and dealt with as an allegation. The Headteacher will then follow the procedures laid out in the Allegations of Abuse Against Staff Policy.

10. Record keeping

The school will retain all records of low-level concerns, including those that were found to be unfounded. The Headteacher will ensure that all records include the most accurate and up-to-date information and will store them in a secure file on the school TEAMS system. This file is password protected. The Headteacher will ensure that all low-level concerns are stored together, in an organised and consistent manner, to ensure they can be easily reviewed and analysed where necessary. Records will include:

- A clear and comprehensive summary of the concern.
- Details of how the concern was followed up and resolved.
- A note of any action taken, decisions reached, and the outcome.
- The name of the individual sharing concerns - if the individual wishes to remain anonymous, this will be respected as far as reasonably possible.

The Headteacher and DSL will periodically review the recent low-level concerns made to ensure that they are being appropriately dealt with and to check for any concerning behaviour patterns amongst the staff cohort as a whole. The Headteacher will keep records of these reviews on the Low Level Concern database.

Where any concerning patterns of behaviour have been identified with regard to a member of staff, the Headteacher will decide on a course of action. Where a pattern of behaviour has become so concerning that it meets the harms threshold, this will be referred to the LADO as soon as practicable.

Records of low-level concerns will not be kept in the personnel file of the individuals to whom the concerns pertain, unless there have been multiple low-level concerns made about the same individual.

Where a concern is thought to be serious and is processed as an allegation, records of this will be kept in staff personnel files. Where multiple low-level concerns have been made about the same individual, these will be kept together, and in chronological order.

Where an allegation is made about an individual who has previously been subject to such allegations, or where a low-level concern is reclassified as a serious concern after meeting the harms threshold, all records of low-level concerns about that individual will be moved to the staff personnel file and kept alongside records of the allegation.

There is no statutory timeframe for the retention and secure disposal of low-level concern records, but KCSIE 2025 recommends that it is retained at least until the individual leaves their employment. The Headteacher will ensure that all records are kept in a manner that is consistent with the Data Protection Policy. Records will be kept confidential and securely destroyed after the staff member to whom the concerns pertain has left the school.

The school will only refer to concerns about a staff member in employment references where they have amounted to a substantiated safeguarding allegation, i.e. it has met the harms threshold and has been found to have basis through investigation, or where it is not exclusively a safeguarding issue and forms part of an issue that would normally be included in a reference, e.g. misconduct or poor performance. Low-level safeguarding concerns will not be included in a reference, unless they have comprised a pattern of behaviour that has met the harms threshold.

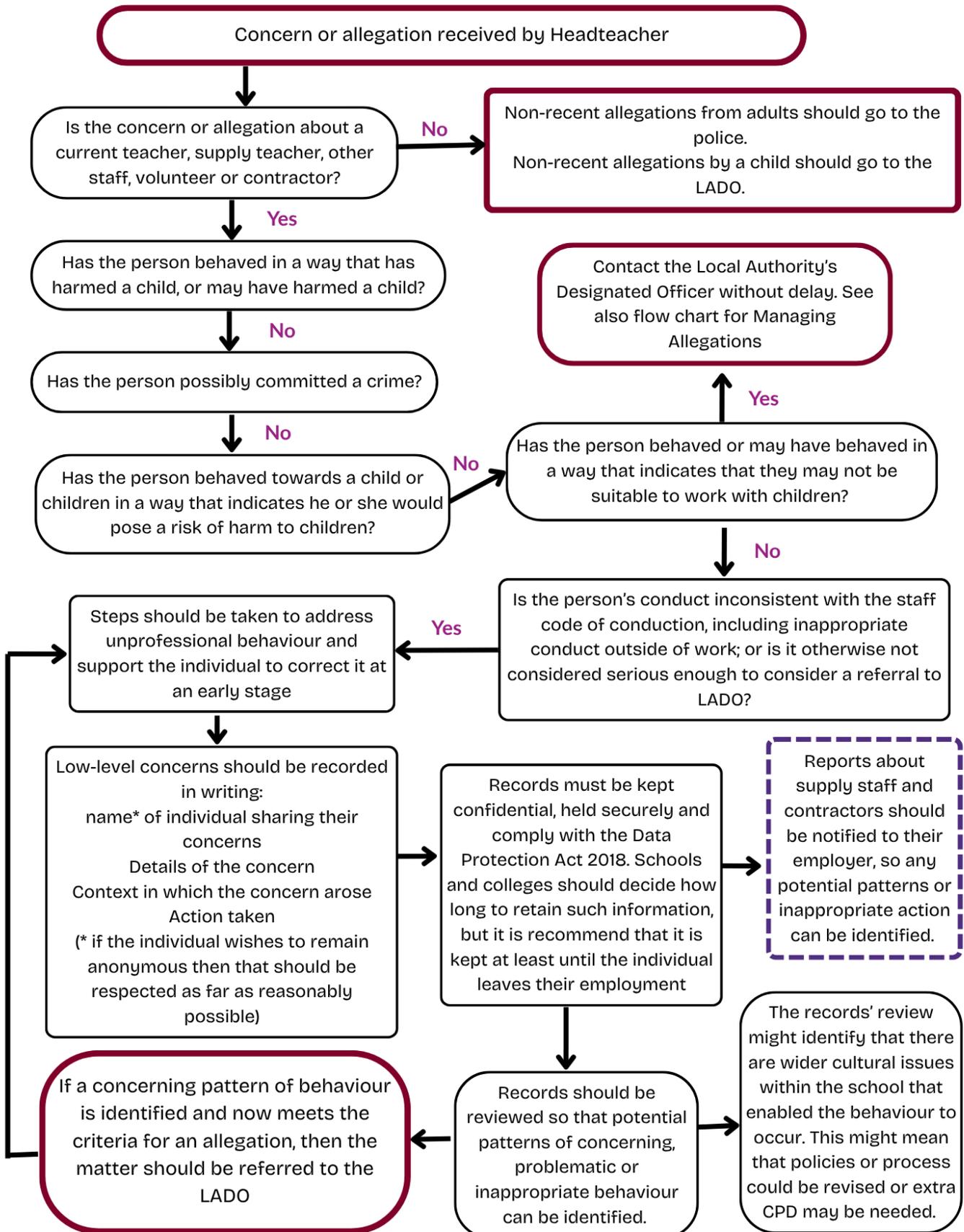
11. Monitoring and Review

This policy will be reviewed annually by the Headteacher and DSL, and in response to any new safeguarding requirements or concerns surrounding the wider cultural issues in the school. The next scheduled review date for this policy is **September 2026**.

Appendix A:

Low Level Concern Flow Chart

Managing low level concerns raised in relation to teachers including supply teachers, other staff, volunteers and contractors



Appendix B



Low-level Concern Reporting Form

Please use this form to share any concern – no matter how small, and even if no more than a ‘nagging doubt’ – that an adult may have acted in a manner which:

- is not consistent with the Staff Code of Conduct or another policy, and/or;
- relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused a sense of unease about that adult’s suitability to work with children.

Where possible, please speak with the Headteacher as soon as possible. It is also helpful to document your concerns, which can be done using this form and then passed to the Headteacher. When completed, please pass this form to the Headteacher. If the concern is about the Headteacher, please pass it onto the Chair of Governors or email them.

Remember, a low-level concern is different to an allegation (which uses a different form). See the table below for a definition:

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.
- Possibly committed a criminal offence against, or related to, a child.
- Behaved towards a child in a way that indicates they may pose a risk of harm to children.
- Behaved in a way that indicates they may not be suitable to work with children, including behaviour that has happened outside of school.

Low-Level Concern

Any concern – no matter how small, even if no more than a ‘nagging doubt’ – that an adult may have acted in a manner which:

Is not consistent with the school’s Code of Conduct

Relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused sense of unease about the adult’s suitability to work with children

Appropriate Conduct

Behaviour which is entirely consistent with the organisation’s Code of Conduct, and the law

Your details	
Name (optional)	
Role	
Date and time of completing this form	
Details of individual whom the concern is about	
Name	
Role	
Relationship to the individual reporting the concern, e.g., manager, colleague	
Details of concern	
<p>Please include as much detail as possible. Think about the following: 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?</p>	
Details of any children or young people involved	
Name(s)	
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.	
Next steps	
What would you like to see happen in response to your concern?	
Are you willing to meet with the Head Teacher and DSL to discuss your concern? Please circle as appropriate.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please state any other information that you believe is relevant to the processing of this concern.	
Signature	
For use by safeguarding team upon receipt of concern	
Date and time concern received and logged on database	
Signature of Head Teacher or named Deputy Head Teacher (DSL'S)	
Actions to be taken, e.g., no action, investigation, reclassification as allegation meeting the harms threshold	

