

Policy for Managing Allegations

Date	Review Date	Review Frequency	Coordinator	Nominated Trustee
June 2024	June 2026	Every 2 years	Head of GL	Chair of EC&T

Introduction

This policy has been adapted for the Mulberry Bush Organisation's use from the Oxfordshire County Council, LADO/ESAT template policy and it should be read in conjunction with our Child Protection/Safeguarding Policy, Staff Handbook and Disciplinary Policy.

Despite all efforts to recruit safely there will be occasions when allegations of abuse by staff or volunteers against children are raised.

It is essential that any allegation of abuse made against a staff member (including supply staff, volunteers or a trustee of the organisation) is dealt with fairly, quickly and consistently, in a way that provides effective protection for the child, and at the same time supports the person who is the subject of the allegation.

This policy is drawn up taking account of the following prevailing guidance:

- [Working Together to Safeguard Children](#)
- [The Children Act](#)
- [Education Act](#)
- [Keeping Children Safe in Education \(KCSIE\)](#)
- [The Children's Homes \(England\) Regulations 2015](#)

Thresholds for allegations

This policy will apply to any staff member who 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 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.

Allegations can be made in relation to restrictive physical interventions (**see annex B**) and restraint but can also relate to inappropriate relationships between members of staff and children or young people, for example:

- Having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual (see s16-19 Sexual Offences Act 2003).
- 'Grooming' i.e. meeting a child under 16 with intent to commit a relevant offence (see s15 Sexual Offences Act 2003).
- Other 'grooming' behaviour giving rise to concerns of a broader child protection nature e.g. inappropriate text/e-mail messages or images, gifts, socialising etc.
- Possession of indecent images/pseudo-photographs of children.

In addition, these procedures should be applied when there is an allegation that any person who works with children:

- Has behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include arrest for possession of a weapon or indecent images of children. As a parent or carer, their own child becomes subject to child protection procedures and/or they and their family become involved with social services for safeguarding reasons.

This policy will be applied with common sense and judgement. Many cases may well either not meet the criteria set out above or may do so without warranting consideration of either a police investigation or Section 47 child protection enquiries by local authority children's social care services. In these cases, our organisation would follow our safeguarding and other relevant policies to resolve cases without delay.

The difference between an allegation and a low-level concern

It might not be clear whether an incident constitutes an 'allegation'. It is important to remember that to be an allegation the alleged incident has to be sufficiently serious as to suggest that harm has or may have been caused harm to a child/ren or that the alleged behaviour indicates the individual may pose a risk of harm to children. Issues that do not meet this threshold may constitute conduct, performance or disciplinary issues and will be addressed by our organisation using the appropriate policies. If in doubt, our organisation will consult with the LADO. *See **Low Level Concerns** for further information.*

If it is difficult to determine the level of risk associated with an incident our organisation will consider:

- Was the incident a disproportionate or inappropriate response in the context of a challenging situation?
- Where the incident involved an inappropriate response to challenging behaviour, had the member of staff had training in managing this?
- Does the member of staff understand that their behaviour was inappropriate and express a wish to behave differently in the future? For example, are they willing to undergo training?
- Does the child or family want to report the incident to the police, or would they prefer the matter to be dealt with by the employer?
- Have similar allegations previously been made against the employee – is there a pattern developing?

Incidents which fall short of the threshold could include an accusation that is made second or third hand (by someone who did not witness the alleged incident) and the facts are not clear, or the member of staff alleged to have done this was not there at the time, or there is confusion about the account.

Whether an incident constitutes an allegation and hence needs to be dealt with through these policies, may need to be discussed between the LADO and our organisation. If it falls short of this threshold there may still be a role for the LADO to provide advice and support to our organisation. Where the matter constitutes a conduct or performance issue, our organisation should follow the appropriate disciplinary procedures.

Oxfordshire LADO have a consultation/referral document that supports LADO in triaging whether the referral meets the allegation threshold or is a low-level concern. Our organisation will use the MBS LADO/Consultation form to support our decision making in relation to making a referral.

[LADO Referral Form \(Updated Aug 23\).docx](#)

[Allegation or Low Level Concern .docx](#)

The named LADO and Service Manager in Oxfordshire is Jo Lloyd. Sandra Barratt and Amie Pilcher are also LADO's within the team.

The contact details for the team are:

lado.safeguardingchildren@oxfordshire.gov.uk Tel: 01865 810603.

Initial contact regarding any possible allegation must be made with the duty LADO via the LADO consultation and referral form process as soon as possible.

Responding to an allegation or concern

An allegation or concern raised about a member of staff may arise from a number of sources, for example, a report from a child, a concern raised by another adult in the organisation or a complaint by a parent. It may also arise in the context of the member of staff and their life outside work or at home.

Any allegation or concern raised about a member of staff within education or group living needs to be recorded in writing with the Head of Group Living or Headteacher (in accordance with KCSIE). Any allegations or concern raised about a member of staff within the wider organisation should be raised with an appropriate line manager and/or HR.

Initial action by person receiving or identifying an allegation or concern

The person to whom an allegation or concern is first reported will treat the matter seriously and keep an open mind. They will not:

- Investigate or ask leading questions.
- Make assumptions or offer alternative explanations.
- Promise confidentiality.

They should follow our organisation procedures, which should include the following:

- Making a written record of the information (where possible in the child's/adult's own words), including the time, date and place of incident/s, persons present and what was said.
- Signing and dating the written record (if hand written)
- Immediately reporting the matter to the relevant person.
- A "case manager" will lead any investigation. The case manager will be appointed by the DSL and SLT.
- Our organisation will undertake an immediate risk assessment which involves ensuring immediate safety of the child and/or children and seeking medical attention if required.

Initial action by the DSL

When informed of a concern or allegation, the designated safeguarding lead will not investigate the matter but will gather initial information and liaise with the LADO.

As part of the process the designated safeguarding lead will:

- Obtain written details of the concern/allegation, signed and dated by the person receiving it (not the child / adult making the allegation or the alleged person).
- Record any information about times, dates and location of incident/s and names of any potential witnesses.

- Record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

Allegations made in the evening/weekends

Contact to be made with the on-call manager to discuss next steps and risk management. This will include reviewing the staff members timetable for the weekend/evening and whether they are due to sleep in. Risk management could include moving the staff member to another house or sending them home.

The on-call manager will also make contact with Claire McCarthy – Head of Group Living if required.

When the LADO is unavailable e.g., outside office hours and where a child has suffered serious harm the on-call person or Claire will liaise with EDT or police.

Notifying the LADO within one working day of an allegation

The designated safeguarding lead will inform the LADO within one working day after an allegation is made and prior to any further investigation taking place. A failure to report an allegation in accordance with procedures is a potential disciplinary matter as this could place a child at further risk of harm.

- If it is outside of normal working hours and there is an immediate risk to a child/ren our organisation will call the Local Authority Children's Social Care Emergency Duty Team and the Police, if necessary.
- Our organisation will carry out a risk assessment. This will include ensuring safety, identifying a safety plan and any potential organisational risk.

Suspension – when it should be considered

Our organisation will not suspend a member of staff without serious consideration and will not do it automatically when an allegation has been made. Depending on the nature of the case, it may be possible that alternative arrangements are made so that the individual can continue working. Our organisation is responsible for the decision to suspend an employee but will listen to the views of the police, other agencies and/or LADO regarding suspension. In the case of suspension, the employee will receive

written confirmation within one working day and will be informed of the reason for the suspension. Our organisation will also liaise with HR.

[LADO Suspension Risk Assessment \(Updated Aug 23\).docx](#)

Outcomes Following an Investigation

The following definitions should be used when determining the outcome of allegation investigations:

Substantiated allegations

There is sufficient evidence to prove the allegation that a child has been harmed or there is a risk of harm.

Malicious

There is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive. The police should be asked to consider what action may be appropriate in these circumstances.

False

There is sufficient evidence to disprove the allegation, however, there is no evidence to suggest that there was a deliberate intention to deceive.

Unsubstantiated allegations

There is insufficient evidence to either prove or disprove the allegation. The term, therefore, does not imply guilt or innocence.

Unfounded

The additional definition of 'unfounded' can be used to reflect cases where there is no evidence or proper basis which supports the allegation being made. It might also indicate that the person making the allegation misinterpreted the incident or was mistaken about what they saw. Alternatively, they may not have been aware of all the circumstances.

Outcome Letter

Our organisation will put the outcome and recommendations in writing to the alleged person.

References

It is noted in Keeping Children Safe in Education that cases in which an allegation was found to be false, unfounded, unsubstantiated or malicious will not be included in our organisation references.

Any repeated concerns or allegations which have all been found to be false, unfounded, unsubstantiated or malicious will also not be included in any reference.

Substantiated allegations will be included in references, provided that the information is factual and does not include opinions.

Record keeping in relation to the outcome of an investigation

Details of allegations, following an investigation requested by the LADO, that are found to have been malicious or false should be removed from personnel records unless the individual gives their consent for retention of the information. However, for all other allegations, it is important that the following information is kept on the file of the person accused:

- a clear and comprehensive summary of the allegation
- details of how the allegation was followed up and resolved
- notes of any action taken, and decisions reached, and the outcome i.e substantiated, unsubstantiated etc
- a copy provided to the person concerned, where agreed by children's social care or the police and
- a declaration on whether the information will be referred to in any future reference.

Where records contain information about allegations of sexual abuse, these will be preserved for the Independent Inquiry into Child Sexual Abuse (IICSA), for the term of the inquiry. Our organisation will retain all other records at least until the individual has reached normal pension age, or for 10 years from the date of the allegation if that is longer.

Substantiated Outcomes

If the allegation is substantiated and the individual is dismissed or our organisation ceases to use their services, or the individual resigns or otherwise ceases to provide their services, our organisation will make a referral to the DBS for consideration of whether inclusion on the barred lists is required.

If the individual concerned is a member of teaching staff, our organisation will consider whether to refer the matter to the Teaching Regulation Agency to consider prohibiting the individual from teaching.

Notifying Ofsted

Under Reg 40 of Children's Homes regulations, Ofsted will be informed of any allegation that meets the LADO Threshold for oversight.

Disciplinary or Suitability Process and Investigation

The Designated Safeguarding Lead and the Director/Case Manager should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided in the POT meeting that a police investigation or local authority children's social care services enquiry is not necessary or

- Our organisation is informed by the police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued

The discussion should consider any potential misconduct or gross misconduct on the part of the member of staff, and take into account:

- Information provided by the police and/or local authority children's social care services
- The result of any investigation or trial
- The different standard of proof in disciplinary and criminal proceedings.

The investigation and any subsequent disciplinary hearing should be held in accordance with our organisation's disciplinary policy and procedure. We will liaise with HR throughout the process.

For supply staff, the process described above will be the responsibility of the supply agency and not the organisation.

Resignations and settlement agreements

We recognise that every effort should be made to reach a conclusion in all cases even if the individual refuses to co-operate, having been given a full opportunity to answer the allegation and make representations.

Settlement agreements, by which a person agrees to resign if the employer agrees not to pursue disciplinary action and both parties agree a form of words to be used in any future reference, will **not** be used where there are allegations that indicate the person is a risk or poses a risk of harm to children or deemed not suitable to work with children.

Such an agreement will not prevent a thorough investigation being completed by us where that is appropriate.

Our organisation will not cease our investigations if the person leaves, resigns or ceases to provide their services. We will ensure that every effort is made to reach a conclusion in all cases of allegations bearing on the safety or welfare of children, including any in which the person concerned refuses to cooperate.

Returning to work

Where it is decided on the conclusion of a case that a person who has been suspended can return to work, the DSL/Director/Head Teacher will consider how best

to facilitate that. Most people will benefit from some help and support to return to work after a stressful experience. The Head teacher/HR will also consider how the person's contact with the child or children who made the allegation can best be managed if they are still attending the organisation or college.

General responsibilities when investigating an allegation

Support to the child and family involved

Our organisation, together with LA children's social care/worker and/or police, where they are involved, will consider the impact on the child concerned and provide support as appropriate. Liaison between the agencies should take place in order to ensure that the child's needs are addressed.

Keeping parents/carers and children informed

- Our organisation will inform the parents/carers of the child/ren involved of the allegation and the process that is being followed unless this will impede the disciplinary or investigative processes.
- The parent/s/carers and the child, if sufficiently mature, will be helped to understand the processes involved and be kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing.

Responsibilities to employees/volunteers alleged to have caused harm

Support to the accused member of staff

As soon as possible after an allegation has been received, the accused member of staff should be advised to contact their union or professional association. HR should be consulted at the earliest opportunity in order that appropriate support can be provided via the organisation's occupational health or employee welfare arrangements.

Keeping the accused member of staff informed

Subject to restrictions on the information that can be shared, our organisation should, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action and dismissal or referral to the DBS or regulatory body). If the matter is subject to police involvement, the police should always be consulted prior to any discussion with the accused so criminal investigations are not compromised.

The accused member of staff should:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved

- Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process
- If suspended, be kept up to date about events in the workplace.

Confidentiality

Every effort should be made to maintain confidentiality while an allegation is being investigated or considered. This includes staff involved and parents/carers. Apart from keeping the child, parents and accused person (where this would not place the child at further risk) up to date with progress of the case, information should be restricted to those who have a need to know, in order to protect children, facilitate enquiries and manage related disciplinary or suitability processes.

Non-Recent Allegations (historic) and out of area allegations.

Where an adult makes an allegation of a non-recent nature to our organisation that they were abused as a child, if that adult is no longer employed by us, we will advise the individual to report the allegation to the police, and we will report the allegation to the LADO for the LADO to progress. If the adult is still employed at the organisation, the usual allegation process will be followed.

Where an MBS child makes an allegation in relation to a professional who works for an organisation outside of MBS, for example this could be foster carers, respite care workers, social workers etc. We will share this information with the relevant LADO, their employer and the relevant professionals/parents involved with the MBS child.

Low Level Concerns

This section applies to all concerns (including allegations) about members of staff, including trustees, volunteers, and contractors, which do not meet the LADO threshold.

Definition of low-level concerns

The term 'low-level' concern is any concern, no matter how small, that an adult working in or on behalf of our organisation may have acted in a way that:

- Is inconsistent with the staff code of conduct/handbook, including inappropriate conduct outside of work, **and**
- Does not meet the allegations threshold or is otherwise not considered serious enough to consider a referral to the LADO.

Examples of such behaviour could include, but are not limited to:

- Being overly friendly with children
- Having favourites
- Taking photographs of children on their personal mobile phone
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door without other staff members being aware
- Using inappropriate sexualised, intimidating or offensive language
- Sharing personal mobile numbers with children
- Social media use

Sharing low-level concerns

Our organisation recognises the importance of creating a culture of openness, trust and transparency to encourage all staff to share low-level concerns so that they can be addressed appropriately.

All staff are required to report low level concerns to the Designated Safeguarding Lead.

Responding to low-level concerns

The Designated Safeguarding Lead will collect all available evidence where necessary by speaking:

- Directly to the person who raised the concern, unless it has been raised anonymously
- To the individual involved and any witnesses

The information collected will then be used to categorise the type of behaviour and determine any further action, in line with the staff handbook.

If the concern is of a safeguarding nature, liaison with the LADO will be carried out, in line with the expectations from Oxfordshire LADO team. The LADO can be re-contacted at any time if the evidence that is gathered raises further concerns or meets the allegation thresholds.

Record Keeping

All low-level concerns at our organisation will be recorded. In addition to details of the concern raised, records will include the context in which the concern arose, any action taken and the rationale for decisions and action taken.

Our organisation records will be:

- Kept confidentially.
- Reviewed so that potential patterns of concerning, problematic or inappropriate behaviour can be identified. Where a pattern of such behaviour is identified, we will

decide on a course of action, either through our disciplinary procedures or, where a pattern of behaviour moves from a concern to meeting the harms threshold.

- Retained at least until the individual leaves employment at the organisation

Where a low-level concern relates to a contractor, our organisation will notify the individual's employer, so any potential patterns of inappropriate behaviour can be identified.

Annex A - Roles and Responsibilities

The Role of the LADO

Initial consideration of an allegation by the LADO

The LADO's role is statutory, whose responsibilities are set out in Working Together to Safeguard Children. The investigation will be overseen by the LADO who will record and be reported to by all other agencies. <https://national-lado-network.co.uk/the-role-of-the-lado-local-authority-designated-officer/>

It is important to be aware that LADOs do not carry out investigations into allegations and need to remain impartial. The responsibility for the investigation remains with the employer (or whoever is commissioned by the employer to investigate the process) and/or the police. The LADO can provide advice and, where necessary, co-ordinate the process.

Position of Trust Meeting (POT)

This is a multi-agency meeting that seeks to agree a course of action following an allegation against a staff member. The POT meeting seeks to discuss and explore if there is enough information to suggest a child may have been harmed or a criminal offence may have been committed. This is decided on a case-by-case basis.

The purpose of the meeting is to scope, gather and share information, and plan and direct the investigation which could also end up as an internal management investigation.

The POT meeting will be chaired by the LADO and all appropriate professionals would be invited. The subject of the allegation does not attend the POT meeting.

Timescales for completing investigations of allegations

We recognise that it is in everyone's interest to resolve cases as quickly as possible consistent with a fair and thorough investigation. Our organisation will investigate allegations as a priority to avoid any delay. The time taken to investigate and resolve individual cases depends on a variety of factors including the nature, seriousness and complexity of the allegation.

Monitoring progress

The LADO will monitor and record the progress of each case, depending on its complexity. This could be by way of review meetings/discussions or direct liaison with the police, LA children's social care, our organisation as appropriate.

Records of LADO Allegations Management

Information of all allegations that meets LADO Threshold will be kept on a restricted and confidential LADO database.

Roles and responsibilities for the Police

An investigation into the allegation is normally carried out by the authority in which it sits e.g. criminal allegations will be investigated by the Police and non-criminal allegations will be investigated in the first instance by the Organisation. This will be agreed at the initial evaluation stage. Where the Organisation is not conducting the investigation, it will cooperate with investigative agencies. The investigation will be overseen by the Local Authority Designated Officer (LADO) who will record and be reported to by all other relevant agencies involved. Internal investigations must be second to any safeguarding investigation and may need to be delayed until the external investigation is complete.

Police bail

Police will make an informed decision on making an arrest based on the information known at the time. If an arrest is justified, and following the custody process, the officer in the case will consider if the threshold for bail conditions has been met and either release the suspect on bail with conditions or release under investigation (RUI) without conditions. The decision to arrest is not always an accurate reflection of the risk posed, and any decisions around management of the suspect and arrest/interview should be shared with the LADO for ongoing risk management.

Role of the Trustee Body

Issues relating to allegations are of a confidential nature in accord with MBS's Child Protection Procedures. Therefore, information should only be shared on a "need to know" basis.

[Safeguarding Policy 2023-2024.docx \(sharepoint.com\)](#)

For example, it may be appropriate for the Director to share some issues about suspension/impact on the organisation community with the Chair of the Trustee Body. Trustees who are involved in possible child protection issues should have had an appropriate disclosure check and ideally appropriate training.

Other members of the Trustee Body should neither become involved in, nor have details linked to the allegations. Any such knowledge would prejudice their possible involvement in any future appropriate action which the Trustee Body may be advised

to take. In addition, the Trustee Body has to be clear that it is not taking any action that would prejudice the position of the individual under investigation.

When the allegation refers to the Director, the Chair of the Trustee Body may be involved, as outlined above in allegations against the Director. When the outcomes of the investigations are known and it is appropriate for the Trustee Body to deal with the matter, the Chair will then decide the course of action to be taken. This will be within the organisations' agreed procedures. No other members of the Trustee Body should be involved in any proceedings before this stage. In the event of the Chair being unavailable the Vice Chair would be expected to act on behalf of the Trustee Body.

Role of the Management Team

The managers have a commitment to high standards and a responsibility to voice concerns.

Role of Staff

As above

Role of Parents / Carers / professionals from outside the organisation

The parents / carers / professionals from outside the organisation are encouraged to talk to the organisation's DSL or Senior Leadership Team about any concerns they have.

Annex B – RESTRAINT

Section 550(A) of the Education Act 1996 – The Use of Force to Control or Restrain Pupils – allows teachers, and other persons who are authorised by the Director to have control or charge of pupils, to use such force as is reasonable in all the circumstances to prevent a pupil from doing, or continuing to do, any of the following:

- committing a criminal offence (including behaving in a way that would be an offence if the pupil were not under the age of criminal responsibility);
- injuring themselves or others;
- causing damage to property (including the pupil's own property);
- engaging in any behaviour prejudicial to maintaining good order and discipline at the organisation or among any of its pupils, whether that behaviour occurs in a classroom during a teaching session or elsewhere.

The provision applies when a member of staff or volunteer, is on the organisation premises, and when he or she has lawful control or charge of the pupil concerned elsewhere e.g. on a field trip or other authorised out of organisation activity. Restraint can only be used when it is fully justifiable as being in the best interests of the child

and subject to the s.550(A) criteria set out above. Each staff member will exercise his/her judgement as to whether (a) the statutory criteria are fulfilled at any given time (b) where the child's best interests lie and (c) whether the combination of these factors justifies restraint.

Restraint should only be used in line with agreed MBS policy. [Behaviour Management Policy \(3\).docx \(sharepoint.com\)](#)

Where physical intervention has been used as a method of restraint the Behaviour Management policy and reporting of incidents should be followed.

Records of restraint are kept in a secure electronic system which is open to inspection from named personnel:-

- When the pupil has marks or bruising which have been sustained through the use of inappropriate physical intervention or where a parent / carer makes a complaint.
- If the child makes a complaint of a particularly serious nature (i.e. assault, unjustified or inappropriate use of restraint resulting in physical injury or distress)
- When a member of staff has raised a concern or complaint about the use of restraint by another member of staff.

Annex C – Referrals to DBS and TRA

DBS (Disclosure Barring Service) - If an allegation is substantiated and the adult is removed from work because we consider that they pose a risk of harm to children (or would have done had the person not left first) we will ensure a referral is made to the Disclosure and Barring Service (DBS).

It is an offence to fail to make a referral without good reason. If a referral is to be made; it should be submitted within 1 month of the allegation being substantiated.

For the latest guidance on making referrals to the Disclosure and Barring Service, please see the [GOV.UK website](#).

TRA (Teaching Regulation Agency) – If we dismiss or cease to use the services of a teacher due serious misconduct or we might have dismissed them or ceased to use

had they not left first, we will consider whether a referral to the secretary of state is required. [Report serious teacher misconduct - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Annex D – Relevant Forms and Guidance Documents

- [LADO Referral form](#)
- [Guide to reporting concerns for professionals working with children](#)
- [Multi-agency guidance on managing allegations against staff and volunteers](#)

ANNEX E - Oxfordshire LADO Managing Allegations Flowchart

Concern identified or allegation made about professional/volunteer

Any immediate action to safeguard child/ren is taken if required

Agency completes LADO referral and consultation form and sends to Duty LADO
Email - lado.safeguardingchildren@oxfordshire.gov.uk Phone - 01865 810603 (within one working day)

The Duty LADO reviews the referral and consultation form (within one working day) – this decision making may require the LADO to have further conversation with the referrer

Harm Threshold is **met**.

LADO allocated to have oversight of case.

Harm Threshold is **not met**.

Duty LADO offers advice, signposting, supports risk assessment.

Concern that the person poses a risk of harm -LADO will consider the need for a **Position of Trust** meeting (this may involve Police, Social Care, Employer and HR) to gather and share information, plan and direct the investigation.

Or LADO will advise an **internal management investigation** is required and this will be quality assured by the allocated LADO (ideally concluded within one week)

Outcome of consultation detailed on LADO consultation and referral form and shared with the referrer.

LADO records consultation on secure recording system