**LOCAL AUTHORITY DESIGNATED OFFICERS**

**(LADO)**

**SAFEGUARDING WITHIN THE CHILDRENS WORKFORCE**

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**ENQUIRIES**

**With the LADO ENQUIRIES OFFICER (LEO)**

It is recognised that allegation management can be a difficult and anxious time for all involved. In addition, if professionals do not have previous LADO experience navigating processes can be confusing. Each local authority has developed their own systems around the LADO duties often using different terminology and processes. There are also times when it is not clear to a professional/employer that a LADO referral should be submitted or if the LADO Harm threshold has been met.

The County LADO Service runs an enquiries App for employers or professionals to request advice and guidance from the LADO Enquiries Officer (LEO).

Available 10am to 3pm weekdays

The link can be found on KSCMP or KELSI: <https://forms.office.com/e/D4vJbZCfjc>

The enquiry is to assist and reassure you on the process and possible next steps relating to your concern. In doing so you can share the details of your concern, without disclosing confidential information (regarding the member of staff and or child), and obtain advice on whether a referral should be submitted.

Please note that this should not replace any discussions with your safeguarding lead or line manager. It is advised that you explore the concern and rule out any other avenues before submitting an enquiry to the LADO Enquiries Officer. For example, it may be an employment matter that sits under your HR processes rather than allegation management.

If you are from Education it is important to ensure that you have sought advice from your education safeguarding colleagues and established it is not regarding a complaint or need for practice guidance.

If you are from a Fostering or Residential setting and are familiar with the referral process and Harm threshold you are not required to evidence that you have used this process first.

The LADO Enquiries Officer will respond within 2 working days, clarify concerns/presenting risk where necessary providing advice and guidance on:

a) the LADO Harm threshold

b) the next steps whether it be a referral, signposting or managed within the employment setting.

The employer will receive a LADO enquiries confirmation email which will have a summary of the concern, LADO advice and rationale. Please keep this as a record of the enquiry and refer to it should you have further concerns relating to the member of staff to ensure any themes and patterns are not missed. The enquiry submission is given a unique reference number which should be referred to in any future referral information.

It is important to note that the Enquiry is NOT a referral into the service and the discussion has NOT been recorded against a member of staff. The LADO will not take any further action.

The enquiries system used within the County LADO service will prompt you a few days later, if you were advised to by the LEO, about submitting a referral. However, please note that you are accountable for submitting a referral within 24 hours.

The system will also ask you to provide online feedback which is valued within the service and does impact on practice.

If you have safeguarding concerns and risks are unmanaged then you are required to ensure your information is shared with frontline services such as the Police and the Front Door Service. Please do not sit on information in these circumstances as the County LADO Service does not provide a frontline response.

**PROTECTING CHILDREN FROM HARM**

If a call is urgent i.e. **a child is in immediate danger and requires safeguarding** call  **03000 41 11 11 (Front Door) or 999**

Urgent child protection matters outside of office hours call:

**Out of Hours on: 03000 41 91 91**