

Razzy's Daycare & Nursery

Low- Level Concerns Policy



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Introduction

At Razzy's Daycare & Nursery, we are committed to ensuring that every child in our care is safe, protected, and able to thrive within a culture of professional responsibility, transparency, and accountability. As part of our safeguarding approach, we recognise the importance of addressing concerns about staff conduct at the earliest stage, even when these concerns fall below the threshold of harm, abuse, or allegations that must be referred to the Local Authority Designated Officer (LADO). These are known as low-level concerns.

A low-level concern does not mean the staff member has done something wrong on purpose; rather, it reflects behaviour that *may not align with the professional boundaries or safeguarding standards expected in our nursery*. Recording and addressing these concerns helps us maintain a safe environment, ensures continual reflection and improvement, and supports staff in upholding the highest professional standards.

We promote a culture where all staff feel confident, safe, and encouraged to raise concerns early, without fear of reprisal, embarrassment, or negative judgement. This open culture is essential to keeping children safe and ensuring that any pattern of behaviour is recognised swiftly.

Definition of a Low-Level Concern

A low-level concern is any concern, no matter how small, that an adult working in or on behalf of Razzy's Daycare & Nursery may have acted in a way that:

- Is inconsistent with our Code of Conduct, values, or safeguarding expectations;
- Could potentially compromise a child's safety or wellbeing;
- Does not meet the threshold for LADO involvement but still requires attention, recording, and monitoring.

Low-level concerns may relate to behaviour that appears:

- Inappropriate,
- Unprofessional,
- Overly familiar,
- Boundary-crossing,
- Or causing unease or “nagging doubt.”

A low-level concern does not involve allegations of harm or abuse. Any behaviour that meets the threshold for actual or possible harm must be treated as an allegation and reported directly to the LADO.

Purpose of Policy

The purpose of this policy is to support our safe culture by ensuring that all concerns—however small—are:

- raised immediately,
- recorded clearly,
- reviewed objectively,
- addressed proportionately,
- and monitored appropriately over time.

This policy ensures that we proactively identify emerging patterns of behaviour, provide staff with reflective guidance where needed, protect children from potential risk, and respond transparently and professionally in accordance with our safeguarding responsibilities under the EYFS 2024 statutory framework, Keeping Children Safe in Education 2024 (as best practice), and Working Together to Safeguard Children 2023.

Raising a Low-Level Concern

Any member of staff, volunteer, student, parent, or visitor may raise a low-level concern. Concerns should be reported as soon as possible to ensure timely intervention. Staff should speak directly to the Designated Safeguarding Lead (DSL) in the first instance. If the concern relates to the DSL, staff should report it to the Deputy DSL or the Nursery Director. Our open-door culture means staff are encouraged to discuss any uncertainty if in doubt, speak up.

Low-level concerns may be raised verbally or in writing, but all must be formally recorded. Staff will never suffer detriment, criticism, or disciplinary consequences for raising a genuine low-level concern. If a member of staff prefers, they may raise the concern through the nursery’s Whistleblowing Procedure instead.

Responding to a Low-Level Concern

The DSL (or Director, if appropriate) will review the concern in a fair, objective, and timely manner. The DSL will consider:

- The nature and context of the behaviour,
- Whether it may indicate a misunderstanding or mistake,
- Whether additional information is needed,
- Whether a conversation or reflective guidance is required,
- Whether training or supervision needs strengthening,
- And whether the behaviour may form part of a wider pattern.

Low-level concerns will be addressed proportionately. This may include:

- A reflective discussion with the staff member,
- Guidance or coaching,
- Additional supervision or training,
- Clarity around expectations or boundaries,
- Or no further action if the concern was unfounded.

Where a concern is found to be more serious than first thought, the DSL may escalate it to a formal allegation process or involve the LADO without delay.

Recording Low-Level Concerns

Every low-level concern will be documented clearly and factually. Records will include:

- The date and nature of the concern,
- The context in which it arose,
- The staff member involved,
- The actions taken,
- The rationale for decisions,
- Any recommended follow-up, and
- Any patterns or themes identified.

Records of low-level concerns will be held separately from a staff member's main personnel file, in a secure and confidential safeguarding file, accessible only to the DSL, Deputy DSL, and Nursery Director. All records will be retained securely in accordance with GDPR, our Data Retention Policy, and safeguarding best practice.

Patterns of low-level concerns will be monitored to ensure swift intervention if behaviour becomes repeated, escalates, or suggests a deeper issue.

Escalation and Thresholds

The DSL will carefully consider whether a low-level concern remains low-level or if it meets the threshold for LADO involvement (for example, where behaviour could have harmed a child, put a child at risk, or indicates unsuitability to work with children). If so, the DSL will immediately follow our safeguarding policy and contact the Royal Borough of Greenwich LADO and where necessary, Children's Social Care or the police.

At all times, decisions will be made in line with local safeguarding procedures.

Safe Culture and Staff Support

We recognise that low-level concerns are not accusations but opportunities for early intervention, staff support, reflective practice, and maintaining safe boundaries. Staff are encouraged to see this system as a positive and professional safeguarding measure.

We will always handle concerns sensitively and proportionately, ensuring staff feel safe, supported, and respected while prioritising the welfare of children.

This policy works alongside:

- Our Safeguarding and Child Protection Policy,
- Our Code of Conduct,
- Our Whistleblowing Policy,
- Our Staff Behaviour Policy,
- And our Safer Recruitment Policy.
- Together, these ensure a strong safeguarding culture across Razzzy's Daycare & Nursery.

External Reporting Options

If any staff member feels unable to report a concern internally or feels that their concern has not been handled appropriately, they may seek advice from external agencies including:

Ofsted Whistleblowing hotline: 0300 123 3155/ General enquiries: 0300 123 1231

Greenwich Local Authority Designated Officer (LADO):

Phone: 020 8921 3930

Email: childrens-LADO@royalgreenwich.gov.uk

Children's Social Care (MASH):

MASH referral phone: 020 8921 3172

Email: mash-referrals@royalgreenwich.gov.uk

Out-of-hours / Emergency Duty Team: 020 8854 8888

NSPCC Whistleblowing Advice Line

Phone: 0800 028 0285

Email: help@nspcc.org.uk

This aligns with our commitment to transparency and child safety.

Review of Low-Level Concerns Policy

This policy will be reviewed annually or sooner if there are changes to safeguarding legislation, Ofsted requirements, or local authority guidance. Staff will be informed of any updates and will receive ongoing training to ensure full understanding of expectations, procedures, and safeguarding standards.