



**Hillingdon Safeguarding  
Partnership**



## Adult Local Authority Designated Officer (ALADO) Process 2024-2026

Procedures for managing allegations against people in positions of trust that indicate that they may not be suitable to work with adults with care and support needs (18 years old and over)

April 2024

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## 1. Introduction

1.1 This document is based on the [Care and Support Statutory Guidance](#). It is designed to enable a clear, thorough and fair process to be followed in cases where there are allegations raised against people in positions of trust, which do not allege abuse or neglect of specific identified adults with care and support needs.

1.2 The local authority's relevant partners, as set out in [section 6\(7\) of the Care Act 2014](#), and those providing care and support services, should have clear policies for dealing with allegations against people who work, in either a paid or unpaid capacity, with adults with care and support needs. These are people in a position of trust.

1.3 The Care Act (2014) defines People in Positions of Trust (PiPoT) as people who work in paid or unpaid capacity, including celebrities and people undertaking charitable duties with adults with care and support needs. People can be considered to be in a 'position of trust' where:

- they are likely to have contact with adults with care and support needs as part of their employment or voluntary work
- the role carries an expectation of trust
- the person can exercise authority, power or control over an adult(s) with care and support needs

1.4 Positions of trust may include, but are not limited to any staff working on behalf of:

- Social care
- Health services
- Police and criminal justice
- Government officials
- Financial advisers
- Housing
- Education
- Voluntary Community Service Enterprise (VCSE) organisations
- Sporting organisations and their governing bodies

1.5 The Hillingdon Adult Local Authority Designated Officer (ALADO) Process does not replace existing

legal duties or statutory guidance. The ALADO process and Section 42 Care Act 2014 are mutually exclusive and should not be used in tandem. Only one pathway will be relevant for any given allegation against a PiPoT.

1.6 Some allegations against PiPoTs will be addressed through a Safeguarding Enquiry pursuant to Section 42 of the Care Act 2014. Some allegations against PiPoTs will be addressed through the ALADO process. This document supports safeguarding partners to identify which process to use and what the ALADO process is. There is a flow chart in appendix 2 to support decision making when an allegation is made against a PiPoT.

## 2. When and How to Raise a Safeguarding Adult Concern

2.1 If a concern arises that an adult(s) with care and/or support needs is experiencing or at risk of experiencing abuse, neglect or self-neglect, a Safeguarding Adult Concern must be raised with Adult Social Care. This can be done by using the local authority's [online referral form](#), or using an agency's online portal. This is relevant even where the allegation is against a PiPoT.

2.2 Consideration should be given to how to manage confidentiality when submitting a safeguarding concern about a PiPoT. Steps may need to be taken, in some sensitive cases, to send information to Adult Social Care via a different route to protect the identity of the PiPoT or the person making the allegation. This need for this should be judged on a case-by-case basis by the person reporting the concern.

2.3 The Adult LADO email address [adultlado@hillingdon.gov.uk](mailto:adultlado@hillingdon.gov.uk) can be used for highly sensitive safeguarding referrals that cannot reasonably be processed by Adult MASH because of conflict of interest or highly sensitive information (e.g.. the PiPoT works in or is related to Adult Social Care staff or has a close working relationship with ASC staff). The Adult LADO will then ensure that the safeguarding concern is screened and processed by a suitably senior person within Adult Social Care, in accordance with section 42 Care Act, to manage any conflict of interest or sensitive confidentiality issues affecting the PiPoT. In these circumstances, the safeguarding concern will not follow the Adult LADO Process; it will follow the adult safeguarding processes.

2.4 The Multi Agency Safeguarding Hub, or in highly sensitive cases a more senior manager, will then make a decision, in discussion with relevant partners, about what action can and should to be taken to safeguard the adult(s), what information needs to be shared, and if so with whom, and whether or not further enquiries under section 42 of the Care Act 2014 are required.

### 3. Allegations Against People in Positions of Trust

3.1 If a person in a position of trust (PiPoT) is alleged to be responsible for abuse or neglect of that adult(s) a Safeguarding Adult Concern must be raised. Their employment or voluntary work should be risk assessed and managed within the framework of section 42 of the Care Act, and with reference to Safeguarding Adults procedures set out in:

- [Care and Support Guidance, Chapter 14](#)
- [London Multi-Agency Adult Safeguarding Policy and Procedures.](#)
- The London Borough of Hillingdon [Safeguarding Adults operational procedures.](#)

3.2 Employers, student bodies and voluntary organisations should have clear procedures in place setting out the process, including timescales for investigation of allegations, where appropriate, and what support and advice will be available to PiPoTs against whom allegations have been made.

3.3 It is important that all partners are clear where responsibility lies where abuse or neglect is carried out by employees or in a regulated setting, such as a care home, hospital, or college. The first responsibility to act must be with the employing organisation as provider of the service.

3.4 When an employer is aware of abuse or neglect of adults with care and support needs in their organisation, then they are under a duty to correct this and protect the adult from harm as soon as possible and inform the local authority, Care Quality Commissions (CQC) and Clinical Commissioning Group (CCG) where the latter is the commissioner.

3.5 It will be the responsibility of the employer (or student body or voluntary organisation), in consultation with relevant safeguarding partners, to assess any potential risk to adults with care and support needs who use their services; and, if necessary, to take action to safeguard those adults, in consultation with their own legal and personnel advisors. Advice can also be sought from the Adult Local Authority Designated Officer.

3.6 The employer should investigate any concern (and provide any additional support that the adult may need) unless there is compelling reason why it is inappropriate or unsafe to do this. For example, this could be a serious conflict of interest on the part of the employer, concerns having been raised about non-effective past enquiries or serious, multiple concerns, or the concern is about a **criminal allegation**.

- 3.7 Where an allegation is of a **criminal act**, it is crucial that employers, voluntary organisations, student bodies, and the local authority, **do not take investigative action**. Report all allegations of crime to the police. Criminal allegations should be investigated by Police.
- 3.8 Inappropriate investigative actions by non-police can jeopardise prosecution and access to justice.
- 3.9 Employers, voluntary organisations and student bodies may need to consult with the Police where there is a police investigation underway to inform the making decisions about risk management strategies and disclosure of information to the person in a position of trust.
- 3.10 The duties and powers of employers, local authorities and professional regulatory bodies to make referrals to the Disclosure and Barring Service are set out in the government guidance: [Making barring referrals to the DBS - GOV.UK \(www.gov.uk\)](https://www.gov.uk/making-barring-referrals-to-the-dbs). It is an offence to fail to fulfil a duty to make a referral to the Disclosure and Barring Service when the grounds are met.

## 4. When to Refer to the Adult Local Authority Designated Officer (ALADO)

- 4.1 The ALADO process should be used when allegations are made against people in positions of trust that fall **outside of the framework of section 42 of the Care Act 2014**. Allegations would fall outside of the framework of section 42 because the allegations are not about abuse or neglect of **specific adults with care and support needs**.
- 4.2 Where allegations or concerns indicate that the PiPoT may be unsuitable to work or continue to work with adults with care and support needs, and **section 42 does not apply**, a referral must be made to the ALADO, using the referral form in the Appendix of this document, to: [adultlado@hillingdon.gov.uk](mailto:adultlado@hillingdon.gov.uk).
- 4.3 The referral should be made to the ALADO within 24 hours of such a concern being identified.
- 4.4 Examples could include allegations that a PiPoT has:
- behaved in a way that has harmed, or may have harmed any adult or child
  - possibly committed a criminal offence against an adult or child
  - behaved towards an adult or child in a way that indicates they may pose a risk of harm to adults with care and support needs.

4.5 These allegations could relate to their current workplace, another workplace, their personal lives, or online, and could include non-recent allegations.

4.6 If a local authority receives information about such concerns, they should give consideration to what information should be shared with employers (or student body or voluntary organisation) to enable risk assessment.

4.7 In some cases, an allegation of abuse of children or adults against someone closely associated with a PiPoT (e.g. partner, member of the family or other household member) may present a risk of harm to adults for whom that person is responsible through their employment/volunteering. In these circumstances, the ALADO process should be used, and should consider:

- The ability and/or willingness of the member of staff to adequately protect the adults;
- Whether measures need to be put in place to ensure the protection of any adults with care and support needs;
- Whether the role of the member of staff is compromised.

4.8 If a police officer becomes aware that a person accused of a crime against a child or adult is a PiPoT they should consider what information needs to be shared, and with whom, for example with an employer. There is guidance for officers issued by the National Police Chiefs' Council on [Common Law Police Disclosure](#) in such situations. The officer should also make a referral to the ALADO as soon as an officer becomes aware that a person accused of a crime is also a PiPoT.

4.9 When an employer, voluntary organisation or student body first becomes aware of an allegation or concern about a PiPoT they should take the matter seriously and keep an open mind. They should:

- Make a written record of the information, where possible using the words of the person who made the allegation, including the time, date and place of incident/s, persons present and what was said.
- Sign and date the written record.
- Immediately report the matter to their organisation's designated safeguarding lead, or the deputy in their absence, or where the designated safeguarding lead is the subject of the allegation, report to the deputy or other appropriate senior manager.
- Allegations of crime should be immediately reported to the police – this will also enable prompt action to be taken to safeguard adults at risk or children and gather evidence.
- **Allegations of crimes should NOT be investigated by employers, voluntary organisations**

**or student bodies.**

4.10 When informed of a concern or allegation, the designated safeguarding lead/appropriate manager should not investigate the matter, but they should continue to gather factual information with regard to the allegation and ensure any evidence is preserved. This fact-finding should be a neutral process and should not amount to an investigation of the allegation at this stage. They should:

- Obtain written details of the concern / allegation, signed and dated by the person receiving the information
- Approve and date the written details
- Record any information about times, dates and location of incident/s and names of any potential witnesses
- Record discussions about any decisions made as to how and whether adults or children at risk are to be safeguarded at this point, and the reasons for those decisions. This may need to involve consultation with legal and personnel advisors of the employer of the person against whom the allegations have been made.
- Make a referral to the ALADO within 24 hours of receiving the allegation, using the referral form and sending it to [adultlado@hillingdon.gov.uk](mailto:adultlado@hillingdon.gov.uk)
- Allegations of crime should be immediately reported to the police – this will also enable prompt action to be taken to safeguard adults at risk or children and gather evidence.
- **Allegations of crimes should NOT be investigated by employers, voluntary organisations or student bodies.**

4.11 Allegations against PiPoTs must not be dealt with in isolation. Any corresponding action necessary to address the welfare of adults with care and support needs should be taken without delay and in a coordinated manner, to prevent further abuse or neglect. This may require liaison with police as well as with legal and personnel advisors for the employer, voluntary organisation or student body.

## 5. The Function of the Adult Local Authority Designated Officer (ALADO)

5.1 The ALADO functions are carried out by the Adult Social Care Assistant Director Access to Support Services, with the support of the Adult Multi Agency Safeguarding Hub Manager.



- 5.2 The nature of the concern and the level of complexity will determine who undertakes the role of the ALADO in each case.
- 5.3 The ALADO is a source of support and guidance to employers, voluntary organisations or student bodies where there is uncertainty about whether or not the criteria are met for referral into the ALADO.
- 5.4 If a Section 42 enquiry is taking place in another Local Authority, and the person alleged to be responsible for abuse or neglect is a PiPoT in Hillingdon, the ALADO can act as a central point of contact for the Local Authority hosting the section 42 enquiries. The Hillingdon ALADO will seek assurance that appropriate action is being taken to assess and manage the risk from the PiPoT to adults with care and support needs in Hillingdon.
- 5.5 If the PiPoT also works with children, the ALADO will discuss the allegations within 24 hours with the Children LADO to reach an urgent decision as to which LADO is best placed to lead.
- 5.6 If the PiPoT also works in another local authority area the ALADO will liaise with their counterpart in the other local authority to agree which of them will take lead responsibility and how subsequent liaison between the local authorities will take place. The decision should be based on which local authority carries the greatest risk. Disagreements about who should lead should NOT delay action being taken, by either party, to ensure the safety of adults with care and support needs nor children. If disputes cannot be resolved by discussion between local authorities, then the [Safeguarding Partnership Escalation Policy](#) should be followed.
- 5.7 The ALADO will maintain a live record of the case in a restricted area to maintain confidentiality. New allegations will be considered with reference to any previous ones held in the record to ensure that any patterns are identified in a timely manner.
- 5.8 An initial allegations meeting, or discussion, will be held within 5 working days of the allegation being made. It will be chaired by the ALADO. The purpose of this meeting will be to:
- Seek assurance from the employer and/or police that the risk of harm to adults with care and support needs is effectively managed.
  - Review and ratify actions taken so far by police and/or employer, voluntary organisation or student body, to safeguard adults with care and support needs.
  - Identify any further information sharing necessary to safeguarding adults or children at risk or protect the public and seek assurance from relevant partners that this action will be

taken and agree timescales.

- Ratify next steps in terms of who is leading the investigation. In instances of criminal offences the investigation will be led by the police. Where there is no criminal offence the investigation will be led by the employer, voluntary organisation or student body, unless there are exceptional circumstances.
- Make decisions on whether further meetings/discussions to review findings are needed, or agree a conclusion to the process.
- Any further meetings will be for the same purpose: to seek assurance to review and ratify further decisions made by police and/or employer, identify any further information sharing necessary, and ratify next steps, and determine whether a conclusion to the process can be agreed.

5.9 Whichever organisation led the investigation (police, employer, voluntary organisation or student body) will submit their conclusions about the allegations with their reasoning, in writing to the ALADO, for review and ratification, using the form “Conclusion of the Adult LADO Process” in appendix 2. The potential outcomes are that the allegation is found to be one of the following:

- Malicious – that is deliberately and purposefully untruthful
- False – that the person reporting is mistaken in what they have alleged
- Unsubstantiated – that there is insufficient evidence to refute/support the allegation
- Substantiated – that there is evidence that the alleged incident occurred.

5.10 The police, employer, voluntary organisation or student body will also convey in writing to the ALADO any further steps taken to safeguard people since the allegation was made, and the ALADO will review and ratify these. Any further recommended actions by involved partners, such as referral to the Disclosure and Barring Service or professional regulatory bodies, will be clearly recorded and shared by the ALADO with relevant partners.

5.11 The final ratified outcome will be clearly recorded by the ALADO and shared appropriately with relevant organisations. This will bring the ALADO process to a conclusion.

5.12 It is in everyone's interest to resolve cases as quickly as possible consistent with a fair and thorough investigation. The time taken to investigate and resolve individual cases depends on a variety of factors including the nature, seriousness and complexity of the allegation. The investigation should be undertaken in an expeditious manner.

Appendix 1: Form - Referral to London Borough of Hillingdon Adult LADO

Referrer Details	
Name:	Job Title
Organisation:	
Address:	
Tel	E-mail:

Member of staff / volunteer – The person(s) the concern is about		
Name:		
Date of Birth:	Ethnicity:	Male/Female:
Telephone:		Email:
Job Title:		Employment status:
Employing Agencies/student body (include statutory or voluntary agency). Please include ALL employers:		Places of employment:
Home Address:		
Additional information (Including relevant employment history; specify any other paid or voluntary work with adults/children)		
Details of any previous allegations made:		
Have safer recruitment processes been followed?		Yes/No
Date of DBS referral:		
<b>Does the person have children of their own? <u>and/or</u> are they a carer for an adult with care and support needs? If yes, please provide details.</b>		

**Details of Allegation / Concern**

Date of Allegation	Time Allegation:	of	Place of Allegation:
Allegation in Personal Life?			Yes/No
Allegation in Professional Life?			Yes/No
Record the details/nature of the allegation:			

**Has the person in a position of trust been made aware of this referral? If yes, please give reasons and explain what information has been given.**

**Who have you informed? What is their role? Please confirm that this includes your manager and the adult safeguarding lead in your organisation.**

**If this is an alleged crime, have you reported this to the Police? Please provide the reference number given to you by the police and any information you have received about the investigating officer.**

**What other actions has your agency/organisation undertaken so far?**

Referrer signature	Date	Time

Please send to: [adultlado@hillingdon.gov.uk](mailto:adultlado@hillingdon.gov.uk)

## Conclusion of the Adult LADO Process

Section 1 should be completed by the employer, student body or voluntary organisation AFTER an investigation has concluded, and should be sent to the Adult LADO for review. The outcome of any police investigation should be taken into account in making a recommendation.

Section 2 should be completed by the Adult LADO when they make a final determination on the Adult LADO outcome and any agreed actions for any relevant organisation.

### Section 1. Recommendations and record of actions by employer, student body or voluntary organisation.

<b>Recommended Adult LADO Outcome</b>	
Following completion of the investigation please indicate which outcome to the Adult LADO process you are recommending. The Adult LADO will review your recommendations and rationale and will reach a final decision on this.	
<b>Malicious</b> <i>The allegation was deliberately and purposefully untruthful</i>	<input type="checkbox"/>
<b>False</b> <i>the person reporting is mistaken in what they have alleged</i>	<input type="checkbox"/>
<b>Unsubstantiated</b> <i>there is insufficient evidence to refute/support the allegation</i>	<input type="checkbox"/>
<b>Substantiated</b> <i>that there is evidence that the alleged incident occurred</i>	<input type="checkbox"/>

<b>Please give your reasons for your recommendation.</b>
This could include the outcome of any police investigation or investigation by employer, student body or voluntary organisation.

<b>What actions have or will be taken to safeguard any adults at risk?</b>
This can include any action taken by police, referrals to any regulatory bodies or DBS, as well as any other actions.

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**Section 2. Adult LADO Outcome**

<b>Final Adult LADO Outcome:</b> This is the decision of the Adult LADO based on review of all of the information that has been available to the Adult LADO throughout the process.	
<b>Malicious</b> <i>The allegation was deliberately and purposefully untruthful</i>	<input type="checkbox"/>
<b>False</b> <i>the person reporting is mistaken in what they have alleged</i>	<input type="checkbox"/>
<b>Unsubstantiated</b> <i>there is insufficient evidence to refute/support the allegation</i>	<input type="checkbox"/>
<b>Substantiated</b> <i>that there is evidence that the alleged incident occurred</i>	<input type="checkbox"/>

<b>Summary of reasons for the decision</b>

**Section 3. Closure of the Adult LADO Process**

<b>I am satisfied that sufficient action have been taken by relevant organisations to protect adults at risk from harm based on the available information.</b>	<input type="checkbox"/>
<b>Date of decision to conclude the Adult LADO Process</b>	

Signed by The Adult LADO or Deputy LADO:

Date:

## Appendix 3 - Decision Making Flow Chart

Use this flowchart to decide whether to follow the Safeguarding Adults Pathway or the Adult LADO pathway.

**Only one pathway will be appropriate.**

Note: If the PiPoT works with children as well, a referral must be made to the Children's LADO.

**START HERE:** You become aware of an allegation against a person in a position of trust (PiPoT) who works with vulnerable adults. This could be something they have allegedly done at work context or in their personal lives.

People in Positions of Trust (PiPoT) are people who work in paid or unpaid capacity with adults with care and support needs. This includes students.

Examples of relevant allegations are that a PiPoT has: behaved in a way that has or may have harmed, any adult or child; possibly committed a criminal offence against an adult or child; behaved in a way that indicates they may pose a risk of harm to vulnerable adults

