



Take 2 Cornwall Low-Level Concern Policy

Take 2 Cornwall is committed to building a 'culture of safety' in which the children/young people in our care are protected from abuse, harm, and radicalisation. Take 2 will respond promptly and appropriately to all incidents or concerns regarding the safety of a child/young person that may occur. Take 2's child/young person's protection procedures comply with all relevant legislation and with guidance issued by our safeguarding partnerships with the Cornwall Council and the Isles of Scilly local authorities, within the clinical commissioning group for the area Kernow CCG.

There is always a Designated Safeguarding Lead (DSL) available while Take 2 is in session. The DSL coordinates safeguarding, and child/young person's protection issues and liaises with external agencies (eg Social Care and Ofsted). Take 2's DSL is Bruce Paton. The Deputies / on-call DSL's are Gareth Price, Heather James, Lewis Stritch and Paula Atkinson (See contacts below)

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Low-Level Staff Concern Policy

Purpose

This policy provides a framework for managers to informally address minor staff concerns through verbal conversations, while maintaining a simple record of these interactions. It aims to promote early resolution, accountability, and open communication without initiating formal disciplinary procedures.

Scope

This policy applies to all employees and managers within the organization. It is intended for use when addressing low-level concerns such as minor conduct issues, punctuality, attitude, or performance that do not warrant formal action.

Definition of Low-Level Concern

A low-level concern is any issue that:

- Does not breach company policy in a serious way
- Can be resolved through informal discussion
- Is not part of a pattern of repeated behaviour (unless being monitored informally)



Examples include:

- Occasional lateness
- Minor attitude or communication issues
- Missed deadlines without significant impact
- Inappropriate tone or language (non-abusive)
- Being over friendly with children and/or their families- including giving personal gifts
- Having favourites
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door

Process

1. Verbal Conversation

- The manager speaks privately with the employee to raise the concern.
- The conversation should be constructive, supportive, and solution focused.
- The employee should be given the opportunity to respond and offer context.

2. Logging the Concern

- After the conversation, the manager records the concern in the Low-Level Staff Concern Log.
- The log entry should include:
 - Date of conversation
 - Employee name
 - Manager name
 - Summary of concern
 - Summary of discussion
 - Agreed actions or expectations
 - Follow-up date (if applicable)

3. Follow-Up

- If the concern persists, the manager may revisit the issue informally or escalate it through formal HR procedures.
- If resolved, no further action is required, but the log remains for reference.

Confidentiality

Entries in the log are confidential and accessible only to relevant managers and HR personnel. They are not considered formal disciplinary records but may be referenced if patterns of behaviour emerge.

Retention

Low-level concern logs will be retained for a period of 12 months, after which they may be reviewed and archived or deleted, depending on relevance.



Review

This policy will be reviewed annually by HR to ensure it remains effective and appropriate.