POLICY DOCUMENT

The Recharge Club™

Monitoring Staff Behaviour Policy

Maintaining a Culture of Safe, Reflective and Accountable Practice

Document Owner:	Mrs Michaela Cmorej, Director and Designated Safeguarding Lead
Company Name:	NutriDive Ltd
Company Number:	16659858
Trading Name:	The Recharge Club™
Registered Office Address:	39 Coltsfoot Drive, Chorley, PR6 0JP
Designated Safeguarding Lead:	Mrs Michaela Cmorej, Director
Deputy Designated Safeguarding Lead:	Mr Michal Cmorej, Deputy Director
Status:	Mandatory Policy — applicable to all staff and bank staff
Date Adopted:	1st August 2026
Review Frequency:	Annually, and immediately following any related concern or change in statutory guidance
Next Review Due:	Twelve months from the date of adoption
Related Policy:	This policy is read alongside the Child Protection and Safeguarding Policy and the Staff Code of Conduct

1. Policy Statement

The Recharge Club™ maintains an ongoing, everyday culture of monitoring, reflecting on, and improving staff practice, so that small concerns are noticed and addressed early, long before they could ever become a safeguarding matter. This policy sits alongside, and is distinct from, the Child Protection and Safeguarding Policy's procedure for allegations, which applies once a concern meets a much more serious threshold.

> ***Not every concern about a colleague's practice is an allegation. Low-level concerns, noticed and recorded early, are one of the most effective ways of preventing a genuinely serious concern from ever developing.***

2. Purpose and Scope

This policy applies to every member of staff and bank worker at The Recharge Club™, and sets out how their day-to-day practice is observed, supported, and, where necessary, addressed. It should be read alongside the Child Protection and Safeguarding Policy, the Staff Code of Conduct, and the Staff Supervision and Wellbeing Policy.

3. Legal and Regulatory Framework

This policy has been written with regard to the following guidance:

- Working Together to Safeguard Children, the statutory guidance on inter-agency working to safeguard and promote the welfare of children
- Guidance issued by the Office for Standards in Education, Children's Services and Skills for providers registered on the Voluntary Childcare Register
- Established sector good practice on managing low-level concerns about adults working with children

4. Principles of Monitoring

- Monitoring is supportive and developmental in intent, not punitive; its purpose is to help every member of staff practise well, not to catch people out
- Monitoring is transparent: staff know that their practice is observed as a normal, everyday part of working at The Recharge Club™, not as something done covertly
- Monitoring is proportionate, focusing on what matters to children's safety, wellbeing and experience, rather than on minor stylistic differences between staff

5. Day-to-Day Observation

Because the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead is present at every session, day-to-day observation of staff practice happens naturally and continuously, rather than through a separate, formal inspection process. This includes how staff interact with children, how they apply Individual Support Plans and the Positive Behaviour Support approach, how they communicate with families, and how they work as a team.

6. Formal Observation and Feedback

In addition to continuous day-to-day observation, each member of staff's practice is discussed specifically as part of their regular one-to-one supervision, in line with the Staff Supervision and Wellbeing Policy, including specific, constructive feedback on strengths and areas for development, rather than generic reassurance.

7. Low-Level Concerns

A low-level concern is any concern about a member of staff's attitude or behaviour towards a child that does not meet the threshold for an allegation set out in the Child Protection and Safeguarding Policy, but which, left unaddressed or unrecorded, could indicate a developing pattern worth understanding. Examples might include a member of staff being unnecessarily short-tempered with a child on an isolated occasion, being over-familiar in a way that is a minor departure from the Staff Code of Conduct, or consistently failing to follow an aspect of a child's Individual Support Plan.

- A low-level concern is raised directly and constructively with the member of staff concerned wherever appropriate, as well as being recorded
- Raising or recording a low-level concern is not a disciplinary action, and is not treated as such by anyone at The Recharge Club™
- Where a pattern of low-level concerns emerges about the same member of staff, this is treated more seriously, reviewed in supervision, and, where appropriate, escalated to a more formal conversation about their practice

8. Recording and Reviewing Low-Level Concerns

A brief, factual record is kept of every low-level concern, including the date, what was observed, and any action taken, held confidentially as part of the relevant staff member's personnel record. The Designated Safeguarding Lead reviews all low-level concern records at least every six months to identify any pattern, either about an individual member of staff or across the team more widely, that could point to a wider training or support need.

9. Relationship to Allegations

Where a concern meets the threshold set out in the Child Protection and Safeguarding Policy, being an allegation that a member of staff has behaved in a way that has or may have harmed a child, possibly committed a criminal offence against or related to a child, or behaved in a way that indicates they may pose a risk of harm to children, that policy is followed immediately in full, including referral to the Local Authority Designated Officer where required. This policy on low-level concerns is never used as a substitute for following that procedure where the threshold is met.

10. Encouraging Openness and Self-Reflection

Staff are actively encouraged to reflect on and raise concerns about their own practice, as well as that of colleagues, without fear of this being held against them. A member of staff who recognises they handled a situation poorly and raises it themselves is responding exactly as The Recharge Club™ hopes every member of staff would, and this openness is valued, not penalised.

11. Using Feedback from Families and Children

Feedback from families, whether raised informally or through the Complaints Policy and Procedure, and any observation a child communicates about a member of staff, however they communicate it, is taken seriously and considered as part of the ongoing picture of a member of staff's practice, alongside the organisation's own observation.

12. Roles and Responsibilities

Designated Safeguarding Lead	Mrs Michaela Cmorej, Director. Oversees the recording and review of low-level concerns, provides supervision and feedback, and ensures the Child Protection and Safeguarding Policy is followed without exception where its threshold is met.
Deputy Designated Safeguarding Lead	Mr Michal Cmorej, Deputy Director. Supports monitoring of practice, and receives any low-level concern or observation raised about the Designated Safeguarding Lead.
All Staff and Bank Staff	Practise openly and reflectively, welcome feedback, raise concerns about their own or a colleague's practice honestly, and support a culture of continuous improvement.

13. Training

All staff are briefed on the distinction between a low-level concern and an allegation as part of their induction, and this is revisited at least annually, so that every member of staff understands both concepts clearly and knows how to raise either appropriately.

14. Monitoring, Review and Related Policies

This policy is reviewed at least annually, and immediately following any related concern or change in statutory guidance. This policy should be read alongside the following related policies and documents:

- Child Protection and Safeguarding Policy
- Staff Code of Conduct
- Staff Supervision and Wellbeing Policy
- Complaints Policy and Procedure

This policy has been approved by the Director of The Recharge Club™ and forms part of the organisation's statutory compliance framework.