

Safeguarding Statement

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

Our public commitment to protecting children and adults at risk.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Our commitment

Prime Community Support Services CIC, Company No. **17432310**, is committed to promoting the safety, dignity and wellbeing of everyone who uses our services. We recognise that children and some adults may be at increased risk of abuse, neglect, exploitation or harm.

2. Our approach

- Listen to concerns and take them seriously.
- Treat people with dignity and avoid discrimination.
- Maintain clear professional boundaries.
- Share safeguarding information only when necessary, proportionate and lawful.
- Escalate concerns promptly to the appropriate safeguarding lead or statutory/specialist service.
- Record concerns and decisions accurately and securely.
- Ensure workers understand how to recognise and report safeguarding concerns.

3. Confidentiality

We respect confidentiality but cannot promise absolute secrecy where there is a serious safeguarding concern. Information may be shared without consent where there is a lawful and necessary reason to protect a child or adult at risk, prevent serious harm or comply with a legal duty.

4. Immediate danger

Prime is not an emergency service. Where there is immediate risk to life or serious harm, emergency services should be contacted and urgent action should not be delayed.

5. Safer working and governance

Prime will maintain proportionate recruitment, induction, supervision, conduct, safeguarding, DBS and training arrangements according to roles and services. Directors are responsible for maintaining a fuller internal safeguarding policy and reporting procedures.

6. Raising a concern

Safeguarding concerns about Prime, a member of staff or volunteer should be reported promptly to **info@primecss.org.uk**. If it would be unsafe or inappropriate to report to Prime, the relevant statutory authority should be contacted directly.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.