



# Safeguarding Policy

## Introduction

The aim of this policy is to provide an environment where everyone can work and learn safely. **CCUtilities Ltd** will take every reasonable precaution to minimise risk while providing safe, professional, and enjoyable training, development, and work activities—whether on our premises or at customer/client sites.

## Purpose

The purpose of this policy is to:

- Contribute to the personal safety and protection of all individuals using our facilities, services, and resources.
- Actively promote awareness, good practice, and sound safeguarding procedures.
- Ensure that vulnerable people in particular are kept safe from harm when engaged with **CCUtilities Ltd**.

## Aims

Safeguarding extends beyond child protection and applies to all learners, staff, customers, stakeholders, contractors, visitors, and freelance trainers. The aims of this policy are to ensure:

- Protection from harm, abuse, harassment, and bullying.
- Compliance with relevant safeguarding laws and statutory guidance, including the **Equality Act (2010)** and the **Health & Safety at Work Act (1974)**.



- That all staff conduct themselves responsibly to avoid any false allegations of inappropriate behaviour.
- That all allegations of abuse or harm are dealt with fairly, lawfully, and in line with company disciplinary procedures.

**All staff have a legal duty** to report instances of harm or abuse in regulated activity to the Disclosure & Barring Service (DBS), in accordance with disciplinary procedures.

## Roles and Responsibilities

### Designated Safeguarding Lead (DSL)

- The **HR Department** (Designated Person) is responsible for overseeing safeguarding at **CCUtilities Ltd**.
- The DSL will liaise with relevant authorities, maintain safeguarding documentation, and seek expert advice when needed.
- In the DSL's absence, deputy safeguarding officers (within HR) will assume responsibility.

### All Staff

- Every member of staff has a personal responsibility for safeguarding and must work within this policy framework.
- Staff must act to protect individuals from harm, including:
  - Neglect
  - Emotional or psychological abuse
  - Physical abuse
  - Sexual abuse
  - Financial or material abuse
  - Discriminatory abuse
- All staff are required to complete safeguarding training provided by **CCUtilities Ltd** or approved external providers.



## Line Managers

- Responsible for ensuring their teams undertake safeguarding training and are kept informed of relevant updates and guidance.
- Must ensure recruitment processes in their area comply with safeguarding requirements.

## Recruitment Managers & HR

- Ensure all recruitment and employment processes comply with safeguarding standards, including pre-employment checks.
- Apply for **appropriate DBS checks** where roles require them and ensure applicants are informed of the process.
- Seek and verify professional references relating to trustworthiness, suitability, and safeguarding responsibilities.
- Prevent unsupervised work until all safeguarding checks are satisfactorily completed.

## Training & Development

- The **Senior Management Team** is responsible for providing safeguarding training resources.
- HR ensures safeguarding principles are embedded in recruitment and employment practices.
- Safeguarding responsibilities will be reinforced through ongoing training, coaching, and communication.



## Harassment & Bullying

### Harassment

- No learner, staff member, visitor, client, or customer shall harass or be harassed while engaged with **CCUtilities Ltd**.
- Harassment may fall under civil law (Equality Act 2010) or criminal law (Protection from Harassment Act 1997).
- All complaints will be taken seriously, treated confidentially, and managed in line with policy and GDPR.

### Bullying

- Bullying is defined as behaviour causing physical or mental distress, duress, or alarm.
- While lawful and reasonable performance management is not bullying, **CCUtilities Ltd** will not tolerate behaviour that undermines dignity or causes undue stress.
- Staff must take account of any disability, learning difficulty, or personal circumstances that may make an individual more vulnerable.

## Legal Requirements

- Under safeguarding law, regulated activity providers are required to refer individuals to the DBS where appropriate.
- All recruitment and vetting processes will comply with **GDPR** and safeguarding legislation.

## Review Arrangements

This policy will be:



- **Reviewed annually** by the HR Department and Senior Management Team.
- Next review scheduled for **November 2025**.
- Updated in response to feedback, regulatory changes, or safeguarding best practice guidance.

**CCUtilities Ltd** is committed to ensuring that safeguarding is embedded into everything we do. By working together, we will provide a safe, respectful, and supportive environment for staff, learners, customers, and communities.

 **Document Ref: CCU-POL-52**

**Policy Owner:** HR Department (Designated Safeguarding Lead)

**Review Cycle:** Annual