



# Health and Safety Policy

## The Elite Studio (EA) Ltd

**Alternative Provision – Training Salon with Students Working on the Public**

### 1. Policy Statement

The Elite Studio (EA) Ltd is committed to providing a **safe, healthy and supportive learning and working environment** for all students, staff, visitors and members of the public.

As an **Alternative Provision**, we recognise that students may require additional structure, supervision and reassurance. Health and safety is embedded into all teaching, salon activity and daily routines, particularly where students deliver treatments to members of the public.

### 2. Scope of This Policy

This policy applies to:

- All staff employed by The Elite Studio (EA) Ltd
- All students enrolled at the academy
- All salon and training activities
- All academy and salon premises
- Any activity where students work with the public under supervision

### 3. Aims of the Policy

The aims of this policy are to:

- Comply with all relevant health and safety legislation
- Identify hazards and manage risk effectively
- Provide safe systems of work within the salon
- Protect students, staff and the public
- Promote a positive health and safety culture
- Review and improve practice continuously

### 4. Roles and Responsibilities

#### Director

##### Hannah Gilson

 [Hannah.gilson.tehbta@outlook.com](mailto:Hannah.gilson.tehbta@outlook.com)

- Strategic oversight of health and safety
- Ensuring policies are implemented
- Reviewing health and safety performance

#### Health & Safety Officer

##### Aemy Gilson

 [Aemy.Gilson.TEHBTA@outlook.com](mailto:Aemy.Gilson.TEHBTA@outlook.com)

- Day-to-day health and safety management
- Legal compliance (COSHH, RIDDOR)
- Accident and incident reporting
- Risk and COSHH assessments
- Investigation of incidents and near misses

#### Salon Manager

##### Keri Wooden

 [Keri.anne.tehbta@outlook.com](mailto:Keri.anne.tehbta@outlook.com)

- Daily safety of the training salon

- Supervision of students working on the public
- Ensuring safe systems of work are followed
- Stopping any unsafe activity immediately

## Designated Safeguarding Lead (DSL)

### Danielle Crofts

 [Danielle.Crofts.TEHBTA@outlook.com](mailto:Danielle.Crofts.TEHBTA@outlook.com)

- Protecting student welfare
- Managing safeguarding concerns
- Liaising where health & safety overlaps safeguarding
- Ensuring appropriate support is in place

## 5. Students Working with Members of the Public

- Students are **never left unsupervised**
- Competency is assessed before public treatments
- Clear behaviour and safety expectations are reinforced
- Staff retain responsibility for client safety
- Activities are stopped immediately if safety is compromised

## 6. Risk Assessment and Safe Systems of Work

- All activities are risk assessed
- Assessments consider students, staff and the public
- Control measures are implemented and reviewed
- New equipment and treatments are assessed prior to use
- Records are maintained and updated regularly

## 7. COSHH – Control of Substances Hazardous to Health

The Elite Studio (EA) Ltd complies fully with COSHH regulations.

This includes:

- COSHH assessments for all salon products

- Safe storage and correct labelling
- PPE provided and worn where required
- Staff and student training
- Supervised student use of chemicals only

## 8. RIDDOR – Reporting of Injuries and Dangerous Occurrences

The academy complies with RIDDOR requirements, ensuring:

- Accidents and incidents are recorded
- Reportable incidents are submitted to authorities
- Follow-up actions are implemented
- Records are retained appropriately

## 9. Training, Supervision and Competency

- Staff receive relevant health and safety training
- Students receive induction and ongoing instruction
- Training is adapted to individual needs
- Competency is reviewed regularly
- Records are maintained

## 10. Monitoring and Review

Health and safety is monitored through:

- Incident reviews
- Risk assessment updates
- Staff and student feedback
- Policy review and improvement

## 11. Supporting Documentation

Supporting documents are held in the **Health & Safety Policy Folder**, including:

- Risk assessments
- COSHH assessments
- Accident and incident logs
- First aid arrangements

## 12. Reporting Procedures

Clear reporting procedures ensure concerns are **identified early, managed effectively and recorded accurately**.

### 12.1 What Must Be Reported

- Accidents or injuries
- Near misses
- Unsafe conditions or practices
- Equipment faults
- COSHH incidents (spills, reactions, misuse)
- Behaviour posing a safety risk
- Safeguarding concerns

### 12.2 How to Report a Health & Safety Concern

1. **Make safe** – stop activity if needed
2. **Inform staff immediately**
3. **Report to:**
  - a. Salon issues → Salon Manager
  - b. Serious concerns → Health & Safety Officer
4. **Record the incident** as soon as possible

### 12.3 RIDDOR Reporting

- Managed by the **Health & Safety Officer**
- External reporting completed where required
- Follow-up actions documented

## 12.4 COSHH-Related Reporting

All chemical-related issues must be reported immediately, including spills, reactions or incorrect use. Reviews of COSHH controls and training will follow.

## 12.5 Safeguarding-Related Reporting

Any concern involving student welfare must be reported immediately to the **DSL**.

Staff must **not investigate** safeguarding concerns themselves.

## 12.6 Reporting by Students

- Students are encouraged to speak up
- Concerns are taken seriously
- No student is penalised for reporting
- Support is provided

## 12.7 Follow-Up and Review

- Incidents are reviewed
- Controls updated where needed
- Lessons shared with staff and students

## 12.8 Confidentiality and Whistleblowing

- Reports handled sensitively
- Information shared on a need-to-know basis
- Staff can raise concerns without fear of disadvantage

# 13. Arrangements for Managing Health & Safety

## 9-Term Strategic Plan

Health and safety at **The Elite Studio (EA) Ltd** is managed through a **planned 9-term cycle**, ensuring systematic monitoring, review and improvement over time.

This approach supports consistency, accountability and continuous improvement and is particularly important within an **Alternative Provision environment**, where student needs, behaviours and competencies may change over time.

## 14. External Safeguarding & Emergency Contact Numbers

### Norfolk and Suffolk (UK)

The following contacts are provided **to support staff and students in reporting concerns** related to health, safety, safeguarding, or welfare.



In all cases where there is **immediate danger**, emergency services must be contacted first.

#### 14.1 Emergency Services (All Areas)


- **Emergency (Police / Ambulance / Fire): 999**
- **Non-Emergency Police: 101**
- **NHS Advice & Urgent Care (non-emergency): 111**

#### 14.2 Norfolk – Safeguarding Contacts

##### Children (Safeguarding)



- **Norfolk County Council – Children’s Services / CADS**  
 **0344 800 8020**  
*(For concerns about a child’s safety or welfare) [norfolk.gov.uk]*
- **Professionals’ Line (CADS):**  
 **0344 800 8021** [activenorfolk.org]

##### Norfolk – Out of Hours / Emergency Safeguarding


- **Norfolk Emergency Duty Team (Out of Hours)**  
 **0344 800 8020**  
*(Evenings, weekends and bank holidays) [norfolk.gov.uk]*

## 14.3 Suffolk – Safeguarding Contacts



### Children (Safeguarding)

- **Suffolk County Council – Customer First (Children’s Services)**  
 **0808 800 4005**  
*(Immediate or serious child safeguarding concerns)* [[suffolk.gov.uk](https://www.suffolk.gov.uk)]
- **Professional Consultation Line (MASH):**  
 **03456 061 499** [[suffolk.gov.uk](https://www.suffolk.gov.uk)]

### Suffolk – Out of Hours / Emergency Safeguarding

- **Customer First – Emergency Duty Service (Out of Hours)**  
 **0800 917 1109**  
*(Diverts to Emergency Duty Service outside normal hours)* [[suffolk.gov.uk](https://www.suffolk.gov.uk)]

## 14.4 National Support Helplines (UK)

- **NSPCC Helpline (Advice or concerns about a child)**  
 **0808 800 5000**  
 [help@nspcc.org.uk](mailto:help@nspcc.org.uk) [[activenorfolk.org](https://www.activenorfolk.org)]
- **Childline (Under 19s – confidential support)**  
 **0800 1111** [[activesuffolk.org](https://www.activesuffolk.org)]
- **CEOP (Online abuse or exploitation)**  
 [www.ceop.police.uk](https://www.ceop.police.uk)
- **Modern Slavery & Exploitation Helpline**  
 **08000 121 700** [[eastsuffolk.gov.uk](https://www.eastsuffolk.gov.uk)]

## 14.5 Use of External Contacts


- External agencies may be contacted **in addition to**, not instead of, internal reporting
- Staff must always follow **The Elite Studio (EA) Ltd internal safeguarding and reporting procedures first**, unless immediate risk requires emergency action
- Records of contact with external agencies will be maintained where appropriate

## 15. External Health & Safety Contact Information

### Norfolk & Suffolk (UK)

The following organisations may be contacted for **health, safety, environmental hazards, workplace incidents, or utility emergencies** where internal procedures have been followed or where external support is required.

### 15.1 Emergency Services (Immediate Danger)

- **Emergency (Police / Ambulance / Fire): 999**  
*For fire, serious injury, life-threatening incidents, or immediate danger.*
- **Non-Emergency Fire Service Advice:**  
 **101**  
*For non-urgent fire safety concerns or advice.*

### 15.2 Health and Safety Executive (HSE)

The **Health and Safety Executive (HSE)** is the national regulator for workplace health and safety.

- **HSE Contact Centre (Advice & Reporting):**  
 **0300 003 1747**
- **Report a Work-Related Incident (RIDDOR):**  
 <https://www.hse.gov.uk/riddor>

HSE may be contacted for:

- Serious workplace accidents or dangerous occurrences
- Reporting requirements under **RIDDOR**
- Advice on legal health & safety duties

### 15.3 Local Authority – Environmental Health

*(Salon premises, hygiene, public safety)*

Environmental Health departments deal with **public-facing premises**, including salons.

## Norfolk

- **Norfolk District / Borough Environmental Health**

 **Via local district council**

 <https://www.norfolk.gov.uk>

(Contact is routed through the relevant district council for food safety, premises safety, or environmental health concerns.)

## Suffolk

- **East / West Suffolk Environmental Health**

 **Via local district council**

 <https://www.suffolk.gov.uk>

(Environmental Health covers hygiene, public safety, and premises-related health issues.)

## 15.4 Fire Safety Advice (Non-Emergency)

- **Norfolk Fire & Rescue Service (Fire Safety):**

 <https://www.norfolk.gov.uk/fire>

- **Suffolk Fire & Rescue Service (Fire Safety):**




 <https://www.suffolk.gov.uk/fire-and-rescue>

Fire services may be contacted for:



- Fire safety guidance
- Fire risk advice for premises
- Follow-up after non-emergency fire incidents

## 15.5 Gas, Electricity and Water Emergencies

*(Health & Safety related utilities)*

- **Gas Emergency (National Grid):**  
 **0800 111 999**  
*Smell of gas or suspected gas leak.*
- **Electricity Emergency (Power Cuts / Dangerous Equipment):**  
 **105**
- **Water Emergency (Burst Mains / Flooding):**  
 **Contact local water provider**  
*(Anglian Water / Essex & Suffolk Water depending on location)*

## 15.6 Chemical Exposure & Poison Advice

- **NHS 111**  
 **111**  
*Advice following chemical exposure, reactions or ingestion.*
- **Emergency chemical exposure:**  
 **999**

## 15.7 Use of External Health & Safety Contacts

- External health & safety bodies may be contacted **in addition to internal reporting procedures**
- All incidents must still be recorded internally by **The Elite Studio (EA) Ltd**
- The **Health & Safety Officer** remains responsible for liaison with regulators where required
- Records of external contact are retained where appropriate

### Policy Ownership

**Health & Safety Lead:** Aemy Gilson

**Organisation:** The Elite Studio (EA) Ltd

Example of 9 term plan below.

