

## **Learning Outcome 1**

e.

**Evaluate the reliability of risk assessments in relation to health, safety and security within the salon and how effective these are (Word count 459).**

Bernstein (1996) is often referred to in discussions about risk assessment. Bernstein suggests that risk assessment was first established 2400 years ago by Athenians, and that they would use mathematics and statistical analysis to help make any decisions. However, a more modern approach to risk assessment and management started to be established 30-40 years ago (Aven 2016).

UK legislation, and law, in relation to risk assessments was implemented in 1999 and was titled Management of Health and Safety at Work Regulations 1999. This legislation set a minimum requirement that all workplaces must calculate possible risks that could occur and implement methods to reduce these (Health & Safety Executive).

It is essential that the person, who is appointed to conduct the risk assessment, is reliable. The HSE (Health & Safety Executive) sets out criteria of who a reliable person is. They state that it must be a competent person who knows the health and safety of the type of business best. This would suggest that the person appointed must hold qualifications related to the business. In addition to holding the qualifications they must also be regularly updated, to remain current, and know of any recent changes within the related industry. This knowledge can be kept up to date through regular training and/or being a member of a professional body.

Institutions like the Institution of Occupational Safety and Health (IOSH) or the British Safety Council are recognised, worldwide, as a reliable and accountable professional body . There are also specific hair and beauty memberships, like the Hair and

Beauty Industry Authority (HABIA) that can also be beneficial as they are an industry related body.

The appointed person(s) can be someone employed within the business or a person hired to carry out a risk assessment. When hiring someone, credentials should be checked and verified to ensure that they are reliable to carry out the risk assessment. The HSE gives guidance on their website of suitable checks that can be made.

As hair and beauty salons often start as small businesses, to reduce costs, the person(s) who will complete the risk assessments will often be the owner or someone appointed in a managerial role.

In 1994 the HSE first published a leaflet called 'five steps to risk assessment' and in 2006 a report was published looking at the effectiveness of this publication. It was established that this publication helped small businesses to improve their knowledge of risk assessment (Neathey et al. xi). Although this leaflet has since been updated the five steps are still the same and widely used within the UK to complete risk assessments. The HSE is seen as a reliable resource, as it is the authority for health and safety within the UK, to effectively implement a competent risk assessment.

**f.**

**Analyse the importance of current health, safety and security practices within the salon. (Word count 556)**

Health, safety and security is important within all businesses, but it is essential that each business knows the key legislation that relates specifically to their business/profession. Writing and implementing an effective risk assessment and health and safety policy is essential for all businesses that employ over 5 people, but it is good practice to still have it written if you fall below these criteria.

The Health and Safety at Work Act 1974 is the umbrella act that all other health and safety laws and legislation stem from. This act sets out a minimum standard that protects staff and patrons within the business. Failing to implement the minimum standards businesses can face prosecutions but more importantly they will be risking people's health and wellbeing!

It is a legal requirement, in the UK, for all workplaces to display the approved health and safety poster from the HSE.

Key legislation within the hair, beauty and aesthetic industry are

- Control of substances hazardous to health 2002- This is important as it relates to chemicals, including those used on the client and those used for cleaning and sterilising. Products will display instructions of how to use and store correctly. This will also cover any patch test requirements for identified products.
- Cosmetic products (safety) 2004- Using and supplying products relates to this legislation. Again, this is often covered but ensuring instructions are supplied and followed by all of those using the products.
- Data Protection Act/General Data Protection Regulations 2018- This specifically covers personal information of staff and clients. This also relates to security as information can be used to impersonate/steal someone's identity.
- Health and Safety (First Aid) Regulations 1981- In any business there should be, at least, one named member of staff present at all times, that holds an emergency first aid at work (EFAW) qualification, should the need occur. It is also recommended, by the NHBF, if a salon offers advanced treatments to

have a staff that is qualified in a full first aid at work qualification (National Hair and Beauty Federation)

- Reporting of Injuries, Diseases and Dangerous Regulations- regardless of the why, how or when the serious occurrence happened it must be reported as a legal obligation to your local enforcement authority using the preferred online method within a set time frame.
- Regulatory reform (fire safety) order 2006 - Part of any businesses 'first day' procedure should include the fire evacuation procedure. This should also be clearly displayed for visitors to see with clear signage in the event of an evacuation.

This list is not exhaustive but just touches on some of the basic, but essential requirements, for protecting staff and clients.

There is also an essential need to protect clients and employees with various insurances.

- The Employers Liability Insurance protects staff and salons, financially, against workplace accidents or illnesses (caused by an absence or poor implementation of health and safety practices) that occurred whilst employed at the premises.
- Public Liability Insurance protects the clients through accident or injury (caused by an absence or poor implementation of health and safety practices) that occurred during or as a result of the treatment(s) they received.

To conclude the importance of health, safety and security, within the salon, covers three criteria. A moral obligation for protecting life, a legal requirement for staff and clients and a financial obligation for everyone.

**g.**  
**Explain current and typical proposals and recommendations for health, safety and security practices, and justify these. (Word count 1155)**

Other than the general health, safety and security legislation mentioned above in previous questions there are some more specific points relating to the hair and beauty industry that also need to be highlighted.

Dermatitis is specifically mentioned on the HSE website, under the hair and beauty industry section, as they suggest that there is a significant increased risk of this skin condition occurring (Health and Safety Executive 2021). It is recommended that training is completed and updated regularly and there is personal protective equipment available. Visual resources, such as posters, can be displayed as a reminder to prevent the condition. This condition would fall under RIDDOR.

Musculoskeletal problems, especially the hands and backs of practitioners, are often caused by physically repetitive work that you often do while standing and bending. According to statistics, back injuries and sprains are the second most common cause of absence within the workplace (Back Care). The recommendations to avoid this from occurring are taking regular breaks and having adjustable equipment (stools and couches). This is something that employees and employers should be aware of. Employees should be trained in ways to manage their posture and position when carrying out treatments. Employers should consider the employees needs when purchasing equipment and scheduling appointments and breaks.

With the increased use of social media and the need to be always 'camera' ready salons are attracting younger client's. I often notice on forums people enquiring what age can I do 'this' treatment on?

According to NHBF (National Hair and Beauty Federation) under 16 years of age you must have written consent from the next of kin/parent and that the NOK must also be present at the time of the treatment. There are only a few selected treatments that are deemed suitable for this age group. Not only will this fall under a legal requirement for insurance and compliance with the law, there will also be a moral/safeguarding responsibility also.

There are stipulations for 16-18 year olds under the law also. They cannot receive common aesthetic treatments including injectables. They also cannot receive any micropigmentation treatments, laser treatments, intimate hair removal or UV tanning treatments. These treatments either make permanent/semi-permanent changes to the person, are intimate in nature or have health concerns associated (Copeland Borough Council).

With age being a factor when offering these treatments it is important that a salon asks and verifies age, checking official identification like a passport or driving license for security and compliance within the law.

As well as national laws and regulations each council has their own regulations. Salons need to have a licence if completing semi-permanent make-up, electrolysis, piercing, tattooing, massage and even manicures in some places within the UK (Government). It is essential that the person appointed, to ensure health and safety procedures and policies are met, contact the local council to ensure that they have met local criteria as well as national criteria.

Correct waste disposal also needs to be considered when writing health and safety policies and risk assessments. Depending on what treatments salons offer they may need to have clinical waste removal in addition to general waste. Clinical waste will involve waste that may contain bodily fluids as well as sharps waste. This needs to

be picked up by a professional service and is usually incinerated. This service is an additional cost on top of any other waste removal.

A key part of the job is collecting clients personal data to establish suitability for treatments. This is recorded on a client record card, paper or electronic. Regardless of how it is collected this data needs to be protected as stated by GDPR. If paper based this needs to be stored in a lockable file where only staff have access. It is recommended that these are kept for 7 years after the clients last treatment just in case they make any claims. With this in mind and the size of your client base moving to electronic methods may be more suitable. If you decide to use an electronic method you must ensure that this data is protected with virus protection, firewalls and passwords.

Pictures of treatments, that include the whole face, are also protected as part of GDPR so it is also important that you gain written permission to use their picture on any publications or social media pages. Also this permission can be revoked at any time and then all pictures must be removed.

General good practice, within any salon setting, is to have high levels of hygiene to reduce the risk of cross contamination. This can be implemented by cleaning schedules and ensuring the salon is clean before closing at the end of every day. Reusable items, like tools, must be sterilised between each client. Towels and fabrics are washed at sixty degrees centigrade or higher. Disposable items put into the correct bin and disposed of correctly. All surfaces are wiped down with a suitable cleaner regularly throughout the working day.

Therapists must also maintain high levels of personal hygiene and ensure hands are washed between clients.

Hygiene measures have also increased due to the pandemic. It is now compulsory to wear grade 2 medical masks, a new one for each client, as well as a visor that again must be wiped clean between clients. This is to reduce the cross-infection of COVID 19. In addition to this salons also have to ensure they have a record of visitors in case 'track and trace' needs to be implemented to reduce the spread of the virus. This data will also need to be protected by GDPR.

Security of the salon will cover the people, data, property, money and goods.

It would be recommended that no therapist should be 'lone' working as this poses a high risk to person and property. A therapist may get confronted by a client or it can leave the salon open to theft from an unattended reception area or stock room.

It would be recommended that no monies are left in the till when the salon is closed and that money is either stored in a safe or deposited into the bank each day.

Depending on how much money the salon takes the salon may also need to arrange for a 'pick up' service.

Salons may have more than one key holder but it would be recommended that these be trusted employee's and also limited as it can pose a risk from staff stealing.

Having security cameras in set locations such as offices, stockrooms and reception areas will also assist with added security. Limiting where staff can also store personal belongings and providing individual lockers will reduce the risk of theft.

In conclusion when writing a health and safety policy/risk assessment the author needs to consider all aspects of health, safety and security and the possible scenarios that can occur. This will lead them to ways to reduce any risks and ensure a smooth running, safe, salon environment.



## **Learning Outcome 2**

**c.**

**Explain the importance to comply with regulations and legislation relating to health, safety and security practices (Word count 514).**

During official health and safety qualifications, and training sessions, three main categories are mentioned in relation to the importance of health, safety and security practices. These three categories are moral, legal and financial (Lambert).

Morally is the main essence of health, safety and security is to protect humans from injury or worse, death!

Employees, and clients, will have a basic expectation, morally and ethically, that they will be safeguarded while working or visiting the salon. Morals are usually the strongest argument when exercising rights and claims.

These morals are not limited to the employer/manager of the establishment.

Employees have the same moral expectation to not put anyone, clients and staff, at risk. Therefore it is essential that all employees are made aware of health, safety and security protocols and what is expected within their individual job role to ensure everyone's wellbeing.

Clients also play a part within health, safety and security within the moral confines. It is essential that clients answer questions on their health and wellbeing to ensure that the therapist can determine if the treatment is safe to perform on them.

Morally clients and staff should know that stealing is not ethical and to respect the morals and the law in this instance.

Failing to correctly follow and implement the correct health, safety and security protocols can lead to prosecution under criminal and civil law (Health and Safety Executive).

Criminal law can be enforced by the HSE or local authority and the most common piece of legislation used for prosecution is the Health & Safety at Work Act 1974. It should also be noted that there does not even need to be an accident or injury to be prosecuted just the possibility of an incident. The severity of the prosecution will be calculated on each individual instance. The punishment can be in the form of a written or verbal warning, an improvement/prohibition notice (the HSE can provide guidance but there will be a fee) or prosecution/fines.

Civil law is when an individual makes a claim and seeks compensation. This claim may be against an individual or as a business if that person works for you. A business should have, public and employers liability insurance that will need to be referred to if a claim is made. If a claim is successful then damages and compensation awards may be requested.

Financial importance in relation to health, safety and security can cover the obvious monetary loss due to negligence (claims and lack of security). Less obvious financial losses can come from staff sickness, especially if staff are absent due to a work related injury or sickness. Less footfall into the establishment due to poor reviews or negative reputation linked to health, safety and security will affect financial turnover. This can then advance into products needing to be thrown away due to shelf life. The lack of clients and reduced productivity can then advance into poor morale among staff.

In conclusion the importance of complying with regulations and legislation ensures that the business is a safe, legal, productive and viable business for everyone.

**d.**

**Describe ways that you could manage improvements to increase compliance with health, safety and security practices (Word count 347).**

As a manager it is your responsibility to ensure all staff know the health and safety rules that they are expected to follow and implement.

From my own experience of working and training within the beauty industry, clear definitions and expectations need to be shared with staff and regularly. In my opinion this takes time and effort from every member of staff.

An example must be set from management and this can come in many forms to enhance compliance with regards to health, safety and security practices.

As a start on anyones 'first day' there should be initial training and familiarisation of the health, safety and security protocols to be followed. Management should not assume just because a new staff member holds a qualification, in beauty therapy or has experience, that their knowledge is up to date and fit for purpose. Starting on this would also set a precedent that health, safety and security is extremely high on the businesses agenda.

Training should not just be limited to a 'first day' but something that is regularly held and discussed at staff meetings. Communication is key and a manager should ensure staff feel able to openly discuss any concerns regarding health, safety and security. Staff who feel unable to come forward with concerns could lead to poor implementation of policies (Hepworth and Murtagh pp557). A way to overcome the barrier of speaking to a manager there can be a nominated person who has an additional responsibility to monitor health, safety and security that may feel more approachable.

Spot checks can be carried out to ensure policies are being followed correctly and if any discrepancies are found they can be corrected, further training provided and risk assessments updated and shared.

It should be relayed to staff what their responsibilities are, in relation to health, safety and security, and the consequences to them personally if they are not following the rules set by legislation and law.

In any methods used the key thing is communication. It is best practice to involve everyone so that compliance is maximised (British Safety Council).

**e.**

**Why is it important to evaluate health, safety and security practices in the salon regularly and thoroughly? (Word count 279)**

Health, safety and security is important in all businesses but due to some of the complex parts of the beauty industry, and the growth of new treatments, it is important to regularly review policies and make adaptations when required.

Ways to evaluate current practices can include reviewing accident reports, staff feedback, client feedback, reviews and staff engagement. Information should be gathered from more than one resource. After assembling the information it then needs to be reviewed and summarised with policies and procedures updated, if necessary.

Recently there has been an increase in what treatments and skills are defined as a 'beauty treatment' and if they can be provided by a 'non-medic'. The level of health and safety in providing some of these treatments is not dissimilar to that provided in a medical setting. This will come with an increased level of health and safety requirements that may not have been needed previously. A lot of practitioners, in the more advanced treatments, are calling for tighter regulations and feel this would assist with better health and safety practices and higher standards of treatments with

less risk. If a salon is thinking about introducing a new, more advanced, treatment they may need to research if this is something that can be completed within their establishment.

To conclude risk management is all about minimising the occurrence of injuries, or near misses. Not all risks can be eliminated but you are expected to do everything 'reasonably practicable' to protect people coming to any harm (Health & Safety Executive). This can be achieved by ensuring knowledge is current and this knowledge is shared with others through evaluation of current methods and updating procedures if required.

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