

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Builds confidence for parents and guardians. | Encourages staff training and awareness. | Promotes child safety and trust in professional care. | Protects reputation through responsible practices. | Strengthens policies and record-keeping systems. | Supports legal and ethical responsibilities.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Direct messaging	Inappropriate contact, Privacy breaches, Miscommunication	Simple, professional communication keeps bookings on track.	Route all communications through guardian contacts; use business platforms only; set reply hours; keep transcript copies with the booking record; block staff personal accounts and report any inappropriate contact attempts immediately. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Handling disclosures	Mishandling of sensitive information, Loss of trust, Missed safeguarding concern	Services proceed within a setting where young people feel safe to speak.	Listen, avoid promises of secrecy, record exact words and inform the safeguarding lead the same day. Follow the reporting pathway, provide a quiet space, pause the service if needed, and document actions and next steps in the secure record. (ALL)	Clients, staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Patch testing and chemicals	Chemical burns, Allergic reaction, Litigation risk	Colour and tint options remain open to suitable young clients.	Perform brand-specific tests on intact skin with guardian consent; read at 48 hours; document product, batch and site; proceed only if uneventful. Re-test after illness, pregnancy or brand change and store evidence with photos where allowed. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Photography and social media	Data misuse, Breach of privacy, Online exploitation	Clients can share results online with privacy preserved.	Use a separate, revocable media consent; no images without guardian signature. Show shots before saving; store securely; avoid names, uniforms and locations; honour removal on written request and log expiries to revisit permissions later. (ALL)	Clients, guardians	Before Measure: High After Measure: Med
Record-keeping and data minimisation	Data theft, Misuse of personal information, Compliance breaches	Families trust the process, supporting long-term care plans.	Collect only necessary data; store securely with role-based access; lock paper forms; redact identifiers in photos; follow retention schedules; honour guardian deletion requests where policy allows and log all actions transparently. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Service suitability by age	Use of inappropriate products, Injury, Emotional distress	Young clients enjoy tailored looks matched to maturity and comfort.	Provide age-graded menus; avoid strong chemicals, high heat or invasive steps for minors. Offer safer alternatives, outline realistic results, and obtain guardian sign-off before any irreversible stage such as cutting length or tinting hair/brows. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Age verification	Incorrect service provision, Booking errors, Legal non-compliance	Appropriate services reach young clients without last-minute cancellations.	Check government photo ID for older teens; for younger clients, confirm DOB from guardian documents. Flag age limits in booking, auto-block restricted services, and log the checker's initials and time on the record for a clear audit trail. (ALL)	Clients, staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Allegation or complaint handling	Mishandled complaints, Reputational harm, Escalation of incidents	Services continue with transparent processes families can rely on.	Stop the session, move to public view, inform the safeguarding lead, write factual notes, preserve CCTV where present, contact guardians promptly, follow the investigation process, and update controls before similar bookings resume. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Boundaries and conversation	Inappropriate discussions, Emotional harm, Misunderstanding	Relaxed, trusting appointments support repeat visits over time.	Use a child-safe script; avoid personal probing; pause if topics become sensitive and invite the guardian to join. Note concerns neutrally and escalate via the safeguarding lead; rotate staff if rapport is poor or a conflict of comfort arises. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Changing areas and restrooms	Bullying, Privacy invasion, Safety risks	Young clients attend confidently without awkward moments.	Provide single-occupancy facilities or clear supervision rules; keep corridors visible; post occupancy signs; prevent mixed-use during treatments; respond quickly to knocks; record any concern and adjust layout or scheduling promptly. (ALL)	Clients	Before Measure: Med After Measure: Low
Cultural and religious needs	Offence, Service refusal, Discomfort	Inclusive services attract and retain diverse young clients.	Check head coverings, modesty requirements and product restrictions; arrange private rooms and same-gender staff when requested; use fragrance-free or vegan lines if preferred; document preferences to replicate set-ups consistently. (ALL)	Clients	Before Measure: Med After Measure: Low
Group bookings and peer pressure	Coerced decisions, Anxiety, Consent confusion	Parties and prom prep go ahead while choices stay personal.	Set safe staff-to-minor ratios; seat friends within sightlines; confirm each consent individually; pause if a client seems coerced; involve the guardian before irreversible steps; record who agreed what and any changes on the day. (ALL)	Clients, staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Intimate-area requests	Inappropriate services, Safeguarding breach, Legal risk	Clear limits allow suitable grooming options to continue confidently.	Exclude intimate waxing and similar for minors; set clear written boundaries. If hygiene trims are requested, consult with guardian present, propose age-appropriate alternatives, and record decisions and signposting to appropriate support. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Late appointments and safe travel	Children stranded, Increased risk of harm, Parental anxiety	Evening availability remains possible without compromising safety.	Avoid finishing after dark where possible; confirm pickup before long services; provide a waiting area under staff view; keep the client in public zones if delays occur; call the guardian and record times and outcomes in the day book. (ALL)	Clients, guardians	Before Measure: Med After Measure: Low
Lone worker with a minor	Misconduct allegations, Safety concerns, Distress to child	One-to-one appointments remain available safely in private spaces.	Require a guardian present or visible chaperone; use rooms with viewing panels or keep doors ajar; log start/finish times and who attended. Halt and rebook if unaccompanied or if boundaries aren't respected; document outcomes each time. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Medical conditions and allergies	Allergic reactions, Injury, Distress	More young clients can enjoy customised results safely.	Use a child-friendly health form; ask about asthma, eczema, medications and past reactions; involve the guardian; adapt or defer if unsure. Record patch-test outcomes and apply an allergy alert banner on the file for quick, safe reference. (ALL)	Clients	Before Measure: Med After Measure: Low
Parental consent	Unverified consent, Miscommunication about treatment scope, Legal disputes	Families can book milestone treatments with clear permissions and minimal delays.	Obtain written consent from someone with parental responsibility; verify ID and relationship; explain scope and limits in plain language. File signed consent with date and service list, and reconfirm at each visit or whenever the plan changes. (ALL)	Clients, guardians, staff	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Payment authorisation	Disputes over charges, Unauthorised spending, Service delays	Add-ons and upgrades remain possible without friction.	Take deposits from the payer in advance; share a written price plan; issue itemised e-receipts; seek guardian approval for extras before adding time or products; retain signatures and notes to resolve any later disputes promptly. (ALL)	Clients, guardians, staff	Before Measure: Med After Measure: Low
Privacy and draping	Embarrassment, Discomfort, Anxiety	Grooming feels respectful and comfortable for young clients and families.	Provide private changing with modesty towels; offer same-gender therapist on request; explain each touch step before starting and invite opt-outs. Record preferences and any areas to avoid so future sessions set up correctly from the outset. (ALL)	Clients	Before Measure: Med After Measure: Low
Staff vetting and competence	Unqualified staff, Safeguarding risks, Reputational damage	Popular youth services stay on the menu with trusted practitioners.	Verify right-to-work and background checks; train on safeguarding basics and reporting; shadow new hires before solo youth bookings; refresh annually; link sign-offs to age-specific services and maintain an accessible competency matrix. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Therapist gender preference	Discomfort, Appointment cancellations, Anxiety	More families feel comfortable booking a wider range of services.	Ask at booking; schedule same-gender staff where desired; if unavailable, offer a chaperone or reschedule; store the preference in the client profile to honour automatically at future visits without repeated prompts. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Transport and pickup	Stranded minors, Abduction risk, Confusion	Busy families rely on smooth drop-offs and collections.	Confirm pickup person at check-in; display contact numbers on the day sheet; avoid late-night slots for minors; keep waiting in public view if delays occur; apply a safe-collection policy for repeats and record timelines and outcomes. (ALL)	Clients, guardians	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Unpredicted risks	Illness, injury, death		Ongoing dynamic risk assessment carried out by all staff. Any observed potential hazards should be reported to the manager immediately and corrective action taken if required. (ALL)	All	N/A

NOTES

Extra notes & service evaluation:

Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date