



STARFISH AP
The Starfish Way
Health, Safety & Premises Management Policy
Academic Year: 2026–2027

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Document Purpose

The purpose of this policy is to ensure that The Starfish Hub provides a safe, secure and well-maintained environment in which children, staff, visitors and partner professionals can learn, work and thrive.

Health and safety is a shared responsibility. Every member of our community has a role in promoting a culture where risks are identified, managed appropriately and reduced wherever reasonably practicable.

At The Starfish Hub, we recognise that safety extends beyond compliance with legislation. It is fundamental to creating an environment where children feel secure, staff feel confident and families can trust that every reasonable step has been taken to protect their children.

As an Alternative Provision, our curriculum includes practical learning, outdoor education, community engagement and experiences beyond the classroom. Our approach to health and safety therefore balances robust risk management with meaningful opportunities for children to develop independence, resilience and confidence.

This policy outlines how The Starfish Hub manages health and safety, maintains secure premises, promotes safe working practices, prepares for emergencies and continually reviews arrangements to ensure they remain effective and proportionate.

This policy should be read alongside The Starfish Hub's Safeguarding & Child Protection Policy and the wider policies forming part of The Starfish Way Governance & Practice Framework.

The Starfish Way

At The Starfish Hub, we believe that children flourish when they feel physically safe, emotionally secure and confident in the adults who care for them. Safety is not simply about responding to emergencies. It is created through thoughtful planning, well-maintained environments, clear procedures and a culture where every member of staff understands their responsibility to protect others.

Many of the children attending The Starfish Hub have experienced uncertainty, disruption or environments where they have not always felt secure. We therefore recognise that a calm, predictable and safe environment is an essential foundation for learning, emotional regulation and positive relationships.

Our approach to health and safety is proactive rather than reactive.

We seek to identify risks before they become incidents, maintain high standards across our premises and ensure that staff are well trained and confident in responding to emergencies.

The Starfish Way is built upon eight guiding principles:

- **Safety** – Every decision prioritises the physical and emotional safety of children, staff and visitors.
- **Trust** – Families and partner organisations can have confidence that risks are managed responsibly and transparently.
- **Attunement** – We remain alert to potential hazards and respond promptly to concerns.
- **Regulation** – Calm, organised environments promote safe behaviour and emotional wellbeing.
- **Flexibility** – We assess risk thoughtfully, enabling children to access meaningful experiences safely rather than avoiding challenge.
- **Inclusion** – Health and safety arrangements are adapted to meet individual needs and ensure equitable access for all.
- **Support** – We work collaboratively with families, commissioning schools, Local Authorities and specialist contractors to maintain safe environments.
- **Humanity** – Safety procedures are implemented with kindness, dignity and respect, recognising that every child deserves to feel secure and valued.

These principles underpin every aspect of our approach to health, safety and premises management.

At The Starfish Hub, safety is not a barrier to opportunity. It is the foundation upon which opportunity is built.

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Health & Safety Responsibilities

The Starfish Hub is committed to maintaining a safe, healthy and secure environment for all members of our community.

Whilst the Director & Head of Provision has overall responsibility for health and safety, maintaining a safe environment is a shared responsibility. Every member of staff is expected to take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

Health and safety considerations form part of everyday decision-making and underpin all aspects of teaching, learning and operational practice.

The Director & Head of Provision

The Director & Head of Provision has overall responsibility for ensuring that suitable health and safety arrangements are established, implemented, monitored and reviewed.

This includes:

- promoting a positive health and safety culture throughout the provision
- ensuring compliance with relevant health and safety legislation and statutory guidance
- ensuring appropriate policies, procedures and risk assessments are in place
- maintaining safe premises, equipment and learning environments
- ensuring appropriate first aid provision is available
- overseeing fire safety arrangements and emergency procedures
- ensuring appropriate accident reporting and investigation
- monitoring health and safety performance
- ensuring staff receive appropriate induction, information and training
- liaising with external contractors and specialist advisors where required.

All Staff

Every member of staff has a professional responsibility to contribute to a safe working environment.

Staff are expected to:

- take reasonable care of their own health and safety and that of others
- follow organisational policies, procedures and risk assessments
- report hazards, defects or unsafe practices immediately
- use equipment safely and only for its intended purpose
- participate in mandatory health and safety training
- cooperate with emergency procedures
- report accidents, incidents and near misses promptly
- maintain safe learning environments
- challenge unsafe practices where appropriate
- contribute to a culture of continual improvement.

Health and safety should be viewed as an integral part of safeguarding and professional practice rather than a separate responsibility.

Children and Young People

Children attending The Starfish Hub are encouraged to develop an understanding of personal safety appropriate to their age, stage of development and individual needs.

Staff support children to:

- understand safe behaviours
- respect the safety of others
- use equipment appropriately
- report hazards or concerns to trusted adults
- develop independence through supported risk-taking
- contribute positively to creating a safe learning environment.

Children are never expected to manage risks independently beyond what is appropriate for their age and ability.

Visitors, Contractors and Partner Professionals

All visitors, contractors and professionals working on site are expected to comply with The Starfish Hub's health and safety procedures whilst on the premises.

Visitors must:

- report to Reception upon arrival
- sign in using the electronic visitor management system
- wear the identification provided by The Starfish Hub

- follow instructions provided by staff
- comply with fire evacuation procedures
- report hazards or accidents immediately.

Contractors are expected to work safely, comply with relevant legislation and cooperate fully with The Starfish Hub's safeguarding and health and safety expectations.

Training

The Starfish Hub recognises that effective health and safety depends upon confident and knowledgeable staff.

All staff receive appropriate induction and ongoing training relevant to their role. Training includes, but is not limited to:

- Health and Safety
- Fire Safety and Emergency Evacuation
- First Aid
- Safeguarding and Child Protection
- Positive Handling and De-escalation
- Manual Handling (where appropriate)
- Educational Visits
- Risk Assessment
- Online Safety
- Prevent Duty.

Training requirements are reviewed regularly to ensure staff remain competent and confident in fulfilling their responsibilities.

The Starfish Reflection

Safety is not created by policies alone. It is created by people who notice, communicate and act.

At The Starfish Hub, every member of our community contributes to creating an environment where children feel protected, staff feel confident and families trust that safety is embedded in every aspect of our work.

Safe and Secure Premises

The Starfish Hub is committed to maintaining premises that are safe, secure, welcoming and fit for purpose.

We recognise that the physical environment plays a significant role in children's wellbeing, emotional regulation and ability to engage successfully in learning. Our premises are therefore maintained to promote both safety and belonging.

The Director & Head of Provision is responsible for ensuring that the premises are regularly inspected, maintained and reviewed to identify hazards, undertake necessary repairs and minimise risks to children, staff and visitors.

Daily checks and ongoing monitoring help ensure that learning environments remain safe, clean and suitable for their intended purpose.

Our premises are designed to support a calm, inclusive and nurturing educational environment whilst maintaining appropriate security measures to protect everyone on site.

The Starfish Hub seeks to balance robust security with an environment that remains welcoming, child-centred and conducive to learning.

Building Maintenance

The premises will be maintained through a planned programme of inspection, servicing and repair.

This includes monitoring of:

- classrooms and learning spaces
- toilets and welfare facilities
- outdoor learning areas
- boundary fencing and gates
- fire safety systems
- electrical installations
- lighting and emergency lighting
- heating and ventilation
- water hygiene
- furniture and equipment.

Any defects identified will be reported promptly and addressed according to the level of risk presented.

Safe Learning Environments

Learning environments are organised to:

- minimise avoidable hazards
- promote safe movement throughout the building
- support children's individual needs
- enable effective supervision
- encourage independence whilst maintaining appropriate safeguards.

Risk is considered proportionately.

Where appropriate, children are encouraged to develop confidence and resilience through managed opportunities to assess and respond to everyday risks with adult guidance.

The Starfish Reflection

Children flourish when they know that the spaces around them are safe, predictable and cared for.

The Starfish Hub is committed to creating environments that not only meet statutory requirements but also communicate to every child that they are valued, protected and welcome.

Fire Safety and Emergency Procedures

The Starfish Hub is committed to maintaining the highest standards of fire safety to protect children, staff, visitors and contractors.

Fire safety arrangements are designed to minimise the risk of fire, ensure the safe evacuation of all occupants and support a prompt and effective emergency response.

All staff receive Fire Safety training as part of their induction and ongoing professional development and are expected to understand the emergency procedures applicable to their role.

Fire safety is everyone's responsibility.

Fire Detection and Alarm System

The Starfish Hub is protected by a professionally installed, fully wired addressable fire detection and alarm system.

The system includes automatic smoke and heat detection, manual call points, audible and visual alarm devices, emergency power backup and a clearly displayed fire zone plan to support emergency responders.

The fire alarm system is:

- professionally installed and commissioned
- maintained by competent contractors
- tested regularly in accordance with current legislation and recognised British Standards
- serviced in line with the manufacturer's recommendations and statutory requirements.

Records of all inspections, servicing, maintenance and testing are retained within the provision's Fire Safety Log.

Fire Evacuation

In the event of the fire alarm sounding, all occupants must evacuate the building immediately using the nearest safe exit.

Staff are responsible for:

- remaining calm and providing clear instructions to children
- escorting children safely to the designated assembly point
- checking learning spaces where it is safe to do so
- ensuring that no one re-enters the building until authorised by the emergency services or the responsible person.

Children requiring additional assistance will be supported in accordance with their individual needs and any Personal Emergency Evacuation Plan (PEEP), where applicable.

Emergency Exits and Site Security

The Starfish Hub maintains secure perimeter fencing to safeguard children during the school day whilst ensuring that emergency escape routes remain available in the event of an evacuation.

The outdoor learning and recreation areas are secured by 6-foot perimeter fencing with two gated emergency exit points.

These gates remain secured during normal operation but can be unlocked immediately during an emergency.

Authorised members of staff are issued with keys and receive appropriate training to ensure that emergency exits can be opened quickly and safely if required.

Emergency escape routes must remain unobstructed at all times.

Fire Drills

Fire evacuation drills will be undertaken regularly throughout the academic year.

The purpose of these drills is to ensure that:

- children become familiar with evacuation procedures
- staff understand their responsibilities
- evacuation times are monitored
- any issues are identified and addressed promptly.

Following each drill, the Director & Head of Provision will review the evacuation process and record:

- the date and time
- evacuation duration
- any issues identified
- actions taken to improve future evacuations.

Where appropriate, procedures will be adapted following review.

Fire Safety Equipment

Fire safety equipment is inspected, serviced and maintained by competent contractors in accordance with statutory requirements.

This includes, where applicable:

- fire alarm systems
- emergency lighting
- fire extinguishers

- fire signage
- fire doors
- evacuation equipment.

Staff should report any concerns regarding fire safety equipment immediately. No equipment should be tampered with or obstructed.

Personal Emergency Evacuation Plans (PEEPs)

Where a child, member of staff or regular visitor may require additional support to evacuate safely, an individual Personal Emergency Evacuation Plan (PEEP) will be developed.

PEEPs will be reviewed regularly and whenever circumstances change.

Staff responsible for supporting individuals with a PEEP will receive appropriate information and guidance.

The Starfish Reflection

Feeling safe allows children to focus on learning rather than uncertainty.

At The Starfish Hub, fire safety is not viewed as a compliance exercise. It is part of our wider commitment to creating an environment where children, families and staff have confidence that every reasonable step has been taken to protect them in an emergency. Through regular training, well-maintained systems and thoughtful planning, we ensure that safety is embedded into everyday practice.

Site Security and Visitor Management

The Starfish Hub is committed to maintaining a safe, secure and welcoming environment for children, staff, visitors and partner professionals.

Effective site security forms an essential part of safeguarding and supports our commitment to ensuring that children learn in an environment where they feel protected and able to thrive.

Security measures are designed to balance safeguarding with creating an environment that remains welcoming, inclusive and child-centred.

Secure Premises

The Starfish Hub has implemented a range of physical security measures to help protect all members of our community.

These include:

- secure perimeter fencing surrounding outdoor learning and recreation areas
- controlled access to the building
- clearly identified emergency exits
- secure visitor management procedures
- staff identification systems
- regular site inspections and maintenance.

Outdoor areas are enclosed by 6-foot perimeter fencing to provide a safe and secure environment for children during sessions.

Whilst the site remains secure during the day, emergency evacuation routes remain immediately available through designated exit gates, ensuring that security measures never compromise emergency procedures.

Access to the Site

During operational hours, access to The Starfish Hub is managed to ensure that all visitors are appropriately welcomed and accounted for.

Visitors are expected to report directly to Reception upon arrival and must not enter teaching or learning areas unless authorised to do so. Unauthorised persons on site will be approached courteously and, where appropriate, challenged by a member of staff. Where concerns exist regarding an individual's presence on site, staff should immediately inform the Director & Head of Provision.

Visitor Management

All visitors, contractors and partner professionals must sign in upon arrival using The Starfish Hub's electronic visitor management system.

Our visitor management system is provided and maintained by Harrap ICT and integrates with Arbor, enabling accurate visitor records to be maintained throughout the day.

The system also allows authorised staff to access visitor information remotely during emergency evacuations or fire drills, supporting efficient register checks at the assembly point.

Visitors must:

- sign in on arrival
- wear their visitor identification at all times
- remain within authorised areas of the building
- follow safeguarding and health and safety instructions
- sign out before leaving the premises.

No visitor should have unsupervised access to children unless appropriate safeguarding checks have been completed and verified.

Visitor Identification

To promote safeguarding and ensure children and staff can easily identify authorised adults, The Starfish Hub operates a colour-coded lanyard system.

Visitors who have an enhanced DBS certificate verified by The Starfish Hub, or whose clearance has been confirmed through agreed procedures, will be issued with a green visitor lanyard.

Visitors without verified DBS clearance will be issued with a red visitor lanyard and must remain supervised by an appropriate member of staff at all times whilst on site.

All members of Starfish Hub staff wear official Starfish Hub lanyards and photographic identification badges, enabling children, families and visitors to identify authorised staff quickly and confidently.

Contractors

Contractors working on site must:

- report to Reception upon arrival
- comply with visitor management procedures
- follow all health and safety requirements
- work in a manner that does not compromise safeguarding
- remain appropriately supervised where required.

Where works present additional risks to children or staff, appropriate control measures and risk assessments will be implemented before work commences.

Deliveries

Deliveries should be made through the designated entrance wherever possible.

Staff receiving deliveries should ensure that:

- children are supervised appropriately
- delivery personnel do not access teaching areas unless authorised
- deliveries do not obstruct escape routes or create health and safety hazards.

Challenging Unknown Visitors

Safeguarding requires all staff to remain professionally curious and vigilant.

If an adult is observed on site without appropriate identification, staff should, where it is safe to do so:

- politely introduce themselves
- ask whether assistance is required
- confirm that the visitor has signed in
- direct them to Reception if necessary
- seek support from the Director & Head of Provision if concerns remain.
-

Staff should never ignore individuals whose presence cannot be accounted for.

The Starfish Reflection

A secure environment is one where children feel free to explore because the adults around them have created clear, consistent and effective safeguards.

At The Starfish Hub, security is not about creating barriers. It is about creating confidence, for children, families, staff and visitors. Through thoughtful site management, clear visitor procedures and a culture of professional vigilance, we ensure that everyone who enters our community does so safely, respectfully and with the welfare of children at the forefront of every decision.

Risk Assessment

At The Starfish Hub, we believe that children learn, develop resilience and build confidence through meaningful experiences.

Effective risk assessment is therefore not about preventing children from participating in activities. It is about identifying foreseeable risks, implementing appropriate control measures and enabling children to access learning safely.

Our approach is proportionate, child-centred and informed by professional judgement.

Risk assessments are regularly reviewed to ensure they remain appropriate, effective and responsive to the changing needs of children, staff and the learning environment.

Principles of Risk Assessment

The Starfish Hub adopts a proactive approach to risk management.

Where risks are identified, we seek to:

- eliminate risks where reasonably practicable
- reduce risks through appropriate control measures
- balance risk with educational benefit
- promote children's independence through supported risk-taking
- ensure that safeguarding remains central to all decision-making.

Risk assessments should support opportunities rather than unnecessarily restrict them.

Types of Risk Assessment

Risk assessments may be completed for a range of activities and circumstances, including:

- the premises and learning environment
- practical learning activities
- outdoor learning
- educational visits
- community-based learning
- use of specialist equipment
- individual children's needs
- behaviour support
- positive handling
- medical needs
- fire safety
- lone working
- contractors undertaking works on site.

Where appropriate, risk assessments will be completed in collaboration with commissioning schools, Local Authorities and external professionals.

Individual Risk Assessments

Some children attending The Starfish Hub require personalised risk assessments to support their safe participation in education.

Individual Risk Assessments may be developed where a child presents additional needs relating to:

- behaviour
- emotional regulation
- medical conditions
- SEND
- mobility
- communication
- safeguarding
- educational visits or community access.

These assessments are developed collaboratively with families, commissioning schools and relevant professionals where appropriate. Individual Risk Assessments are working documents and will be reviewed regularly or sooner where circumstances change.

Dynamic Risk Assessment

Staff are expected to continually assess risk throughout the school day.

Dynamic risk assessment involves recognising when circumstances have changed and adapting practice accordingly.

Examples may include:

- changing weather conditions during outdoor learning
- unexpected behaviours or emotional dysregulation
- changes to staffing
- alterations to planned activities
- hazards identified during the school day.

Staff are expected to exercise professional judgement and take appropriate action to reduce risk whilst maintaining learning opportunities wherever possible.

Educational Benefit

The Starfish Hub recognises that some activities involve an element of managed risk.

Community visits, outdoor learning, practical experiences and enrichment opportunities are important aspects of our curriculum and contribute significantly to children's personal development.

Where appropriate planning and control measures are in place, children should not be prevented from accessing valuable learning experiences solely because risk exists.

Instead, we seek to ensure that risks are understood, managed and proportionate.

Reviewing Risk Assessments

Risk assessments are reviewed:

- annually, where appropriate
- before educational visits
- following accidents or near misses
- following significant changes to activities or environments
- where a child's needs change
- after incidents that indicate additional controls may be required.

Reviews provide opportunities to strengthen practice and continually improve safety across the provision.

The Starfish Reflection

Every opportunity carries some degree of risk—but every child also deserves the opportunity to grow.

At The Starfish Hub, we do not seek to eliminate challenge. We seek to create environments where children can explore, learn and develop with confidence because risks have been thoughtfully assessed, carefully managed and proportionately controlled. Through reflective practice and sound professional judgement, we ensure that safety and opportunity go hand in hand.

Educational Visits and Off-Site Learning

At The Starfish Hub, we believe that learning extends beyond the classroom. Educational visits, community experiences and off-site learning form an integral part of our curriculum, providing children with opportunities to develop confidence, independence, social skills, resilience and a greater understanding of the world around them.

We are committed to ensuring that these experiences are both meaningful and safe.

All educational visits are planned carefully, proportionately risk assessed and delivered in accordance with relevant health and safety guidance.

Planning Educational Visits

Every educational visit is considered individually.

Planning will take account of:

- the purpose and educational value of the visit
- the age, needs and abilities of participating children
- staffing ratios and supervision arrangements
- travel arrangements
- medical needs

- behaviour and safeguarding considerations
- accessibility requirements
- environmental conditions
- emergency procedures.

Visits will only proceed where the Director & Head of Provision is satisfied that appropriate arrangements are in place to safeguard children and staff.

Risk Assessment

A proportionate risk assessment will be completed before every educational visit. Risk assessments will identify:

- foreseeable hazards
- existing control measures
- additional actions required to reduce risk
- staffing arrangements
- emergency contacts
- contingency planning.

Risk assessments remain dynamic and may be adapted where circumstances change before or during the visit.

Working with Commissioning Schools and Local Authorities

As an Alternative Provision, The Starfish Hub recognises that educational visits are undertaken in partnership with commissioning schools and, where appropriate, Local Authorities.

Where required, we will:

- consult with commissioning schools regarding planned visits
- obtain any necessary approvals
- share relevant risk assessments
- work collaboratively to ensure statutory responsibilities are fulfilled
- incorporate advice from external professionals where appropriate.

This collaborative approach ensures that educational visits are safe, appropriately planned and reflective of each child's individual needs.

Supervision

Appropriate supervision is fundamental to the success and safety of every educational visit.

Staffing arrangements will be determined according to:

- the nature of the activity
- children's ages
- individual needs
- identified risks
- the environment being visited.

Children will remain under the supervision of authorised members of staff throughout the visit. Where volunteers accompany visits, they will receive appropriate guidance regarding their responsibilities and safeguarding expectations.

Behaviour Expectations

The expectations outlined within The Starfish Hub's Behaviour, Relationships & Relational Practice Policy continue to apply during educational visits.

Staff will:

- maintain positive relationships
- reinforce agreed expectations
- support emotional regulation
- use restorative approaches where appropriate
- promote respectful behaviour within the wider community.

Where individual Behaviour Support Plans or Risk Assessments identify additional support requirements, these will be incorporated into visit planning.

Emergencies During Educational Visits

Staff leading educational visits are responsible for ensuring that appropriate emergency procedures are understood before departure.

In the event of an emergency, staff will:

- prioritise the immediate safety and welfare of all children
- administer First Aid where appropriate and within the scope of their training
- contact the emergency services where required
- notify the Director & Head of Provision as soon as reasonably practicable
- inform parents/carers and commissioning schools where appropriate
- complete all required records following the incident.

All staff receive First Aid training and are expected to respond calmly, professionally and proportionately in emergency situations.

Learning Beyond the Classroom

At The Starfish Hub, educational visits are not viewed as rewards or optional extras.

They are carefully planned learning experiences that enable children to:

- apply classroom learning in real-life contexts
- develop independence and resilience
- strengthen communication and social skills
- build confidence within the community
- experience success beyond traditional educational settings
- develop preparation for adulthood skills.

We believe that meaningful experiences create meaningful learning.

The Starfish Reflection

Some of life's most important lessons are learnt beyond four walls.

At The Starfish Hub, we believe that children grow when they are given opportunities to experience the wider world safely, confidently and with trusted adults by their side. Educational visits are carefully planned not only to protect children, but to inspire curiosity, build resilience and create memories that broaden horizons and strengthen aspirations.

Accident Reporting, First Aid and Medical Emergencies

The Starfish Hub is committed to promoting the health, safety and wellbeing of every child, member of staff and visitor.

Whilst every reasonable step is taken to prevent accidents and injuries, we recognise that incidents can occur. When they do, we are committed to responding promptly, calmly and professionally to ensure the safety and wellbeing of all involved.

Appropriate first aid provision, accurate reporting and effective communication form an essential part of our commitment to safeguarding.

Detailed arrangements relating to first aid provision, medication and medical conditions are outlined within The Starfish Hub's First Aid & Administration of Medication Policy.

First Aid Provision

The Starfish Hub is committed to ensuring that appropriately trained staff are available throughout every session.

Unlike many educational settings, all members of staff employed by The Starfish Hub receive First Aid training as part of their induction and ongoing professional development.

This ensures that children have timely access to appropriately trained adults wherever activities are taking place, including within classrooms, outdoor learning environments and during educational visits.

First aid equipment is maintained, regularly checked and readily accessible throughout the provision.

Responding to Accidents and Illness

Where an accident, injury or sudden illness occurs, staff will:

- remain calm and reassure the child
- assess the situation promptly
- provide appropriate first aid within the scope of their training

- seek additional assistance where required
- contact emergency services immediately where necessary
- inform the Director & Head of Provision as soon as reasonably practicable
- notify parents/carers and, where appropriate, the commissioning school or Local Authority.

The welfare of the child will always remain the primary consideration.

Accident Reporting

All accidents, injuries and significant near misses must be recorded promptly and accurately.

Staff are expected to complete a Starfish Hub Accident Report Form as soon as reasonably practicable following the incident.

Accident records should include:

- the date and time of the incident
- the location
- the individuals involved
- a factual description of what occurred
- any injuries sustained
- first aid or treatment provided
- actions taken following the incident
- the names of staff involved or witnesses, where appropriate.

Where an accident also raises safeguarding concerns, an additional record must be completed on CPOMS in accordance with the Safeguarding & Child Protection Policy.

Communication with Parents, Carers and Commissioning Schools

Parents and carers will be informed of accidents or injuries involving their child as soon as reasonably practicable.

Where appropriate, commissioning schools and Local Authorities will also be notified, particularly where incidents are significant, require medical treatment or may impact upon a child's ongoing participation in education.

Communication will always be:

- timely
- factual

- transparent
- sensitive
- recorded appropriately.

Monitoring and Learning

The Starfish Hub is committed to learning from accidents and incidents.

Accident records are reviewed regularly by the Director & Head of Provision to:

- identify patterns or trends
- evaluate the effectiveness of existing control measures
- identify opportunities to improve safety
- inform future risk assessments
- strengthen organisational practice.

Where appropriate, lessons learned will be shared with staff to support continual improvement.

Medical Emergencies

Where a child or adult experiences a medical emergency, staff will respond immediately in accordance with their First Aid training and established emergency procedures.

Emergency services will be contacted without delay where required. Parents/carers, the commissioning school and relevant professionals will be informed as appropriate once the immediate safety and wellbeing of the individual has been secured.

Following any medical emergency, the incident will be reviewed to identify any learning or changes required to further strengthen practice.

Reporting Under RIDDOR

Where an accident or incident meets the reporting criteria set out within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, The Starfish Hub will ensure that the relevant notification is made to the Health and Safety Executive (HSE) within the required timescales.

Responsibility for determining whether a report is required rests with the Director & Head of Provision.

The Starfish Reflection

Children feel safest when adults respond with confidence, competence and compassion.

At The Starfish Hub, every accident or medical incident is treated as an opportunity not only to provide immediate care, but also to reflect, learn and strengthen our practice. Through highly trained staff, clear procedures and a commitment to continual improvement, we create an environment where safety, wellbeing and dignity remain at the heart of everything we do.

Contractors, Maintenance and Premises Management

The Starfish Hub is committed to ensuring that its premises, equipment and infrastructure are maintained to a high standard to provide a safe, secure and welcoming environment for children, staff and visitors.

Regular inspection, servicing and planned maintenance form an essential part of our approach to safeguarding and health and safety.

The Director & Head of Provision is responsible for ensuring that appropriate maintenance arrangements are in place and that statutory inspections are completed within the required timescales.

Planned Maintenance

The Starfish Hub operates a programme of planned maintenance and inspection to ensure that the premises remain safe, compliant and fit for purpose.

This includes, but is not limited to:

- fire detection and alarm systems
- emergency lighting
- electrical installations and portable appliance testing (PAT), where applicable
- heating and ventilation systems
- plumbing and water hygiene
- boundary fencing and external security
- internal fixtures and fittings
- learning environments
- outdoor learning spaces
- safety signage and emergency equipment.

Maintenance schedules are reviewed regularly and records retained in accordance with statutory requirements.

Contractors

External contractors play an important role in maintaining our premises and specialist systems.

All contractors working on site are expected to:

- sign in and out using the visitor management system
- comply with The Starfish Hub's safeguarding and health and safety procedures
- wear appropriate visitor identification
- work safely and professionally
- minimise disruption to children and learning wherever possible
- report any hazards or concerns immediately.

Where work presents additional risks, suitable risk assessments and control measures will be implemented before work begins.

Contractors who do not hold an appropriate DBS clearance, or whose clearance has not been verified, will be supervised appropriately whilst on site.

Information and Communication Technology (ICT)

The Starfish Hub recognises that secure and reliable technology is essential to safeguarding, communication and the effective operation of the provision.

Our ICT infrastructure is professionally managed and maintained by Harrap ICT, who provide technical support, infrastructure management and ongoing advice to ensure that systems remain secure, reliable and compliant with current educational standards.

Harrap ICT also supports the provision through:

- installation and maintenance of network infrastructure
- cyber security and data protection measures
- regular ICT audits
- support in meeting relevant Department for Education expectations
- management of visitor management technology
- support for filtering and monitoring arrangements.

All ICT systems are maintained to support safe and effective educational practice.

Filtering and Monitoring

The Starfish Hub is committed to protecting children and staff from inappropriate online content and activity.

Filtering and monitoring systems are implemented across organisational devices and networks to support compliance with statutory safeguarding expectations. These systems are provided through Senso, operating across devices provided by The Starfish Hub and on devices accessing The Starfish Hub's wireless network where appropriate.

Filtering and monitoring arrangements are reviewed regularly to ensure they remain effective, proportionate and aligned with current Department for Education guidance.

Further information is available within the Online Safety & Digital Technology Policy.

Site Inspections

Routine inspections of the premises are undertaken to identify hazards, maintenance requirements and opportunities for improvement.

Inspections may include:

- internal learning spaces
- welfare facilities
- outdoor areas
- boundary security
- fire safety arrangements
- access routes
- furniture and equipment
- lighting and ventilation.

Any issues identified are prioritised according to risk and addressed as promptly as reasonably practicable.

Reporting Defects

All staff have a responsibility to report defects, hazards or maintenance concerns as soon as they become aware of them.

Examples include:

- damaged furniture
- trip hazards
- faulty equipment
- damaged fencing or gates
- lighting failures
- water leaks
- broken locks
- defects affecting fire safety.

prompt reporting enables hazards to be addressed before they present a greater risk to children, staff or visitors.

The Starfish Reflection

Children notice when the adults around them care for the spaces they learn in. Safe, well-maintained environments communicate respect, stability and belonging.

At The Starfish Hub, maintaining our premises is about far more than compliance. It reflects our commitment to creating an environment where children can learn with confidence, staff can work safely and families can trust that every aspect of our provision is cared for with professionalism and pride.

Monitoring, Review and Quality Assurance

The Starfish Hub is committed to maintaining the highest standards of health, safety and premises management through ongoing monitoring, review and continual improvement.

The Director & Head of Provision has overall responsibility for monitoring the implementation of this policy and ensuring that health and safety arrangements remain effective, proportionate and compliant with current legislation and statutory guidance.

Monitoring activities include:

- regular health and safety inspections
- review of accident and near-miss records
- monitoring of risk assessments
- fire drills and evacuation reviews
- statutory servicing and maintenance checks
- contractor performance monitoring
- staff training records
- feedback from children, families, staff and partner organisations
- review of incidents, lessons learned and resulting actions.

Where monitoring identifies opportunities for improvement, appropriate actions will be implemented promptly and shared with staff where relevant.

This policy will be reviewed annually, or sooner if there are significant changes to legislation, guidance, organisational practice or the premises themselves.

Related Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy
- Behaviour, Relationships & Relational Practice Policy
- Positive Handling, Physical Intervention & De-escalation Policy
- First Aid & Administration of Medication Policy
- Online Safety & Digital Technology Policy
- Staff Code of Conduct
- Educational Visits Policy
- Data Protection & Confidentiality Policy
- Business Continuity and Emergency Planning Policy (where applicable).

Monitoring activities include:

- regular health and safety inspections
- review of accident and near-miss records
- monitoring of risk assessments
- fire drills and evacuation reviews
- statutory servicing and maintenance checks
- contractor performance monitoring
- staff training records
- feedback from children, families, staff and partner organisations
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The Starfish Commitment

At The Starfish Hub, we believe that children thrive when they feel safe, secure and confident in the environment around them.

Health and safety is not simply about complying with legislation. It is about creating a culture where every individual understands their responsibility to protect others, identify risks and contribute to a community built upon care, respect and professionalism.

By maintaining safe premises, investing in high-quality systems, working collaboratively with trusted partners and continually reviewing our practice, we ensure that safety remains at the heart of everything we do.

Every decision we make is guided by one simple principle:
Every child deserves an environment where they feel safe enough to belong, confident enough to explore and supported enough to thrive.

Appendices

- Appendix A: Fire Evacuation Procedure
- Appendix B: Accident Reporting Procedure
- Appendix C: Health & Safety Inspection Checklist
- Appendix D: Educational Visit Risk Assessment Guidance
- Appendix E: Emergency Contact Information