

## Stress at Work Risk assessment

Company name: Edenbridge Town Council

Assessment carried out by: Caroline Leet

Date of next review: Annually

Date assessment was carried out: 23 June 2022

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Managing residents Face-to-face</b>	All employees & councillors	<ul style="list-style-type: none"> <li>• Promoting good customer service levels.</li> <li>• Encourage to refer to colleague where appropriate.</li> <li>• Minimise loan working</li> <li>• Loan working policy and alarms</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure local and job knowledge</li> <li>• Team work</li> <li>• Ensure loan worker alarms are used</li> </ul>	Line managers	ongoing	ongoing
<b>Managing residents expectations – electronic communication</b>	All employees & councillors	<ul style="list-style-type: none"> <li>• Promoting good customer service levels.</li> <li>• Encourage to refer to line manager where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Council communication policy review</li> </ul>	Town Clerk	ongoing	ongoing

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<b>Managing Councillor expectations and demands of employees</b>	All employees	<ul style="list-style-type: none"> <li>• Promote good communications between staff and councillors</li> <li>• Reports at meeting supporting activity</li> <li>• Councillors to remember its duty of care as the employer to staff</li> </ul>	Training  Civility and respect awareness	CL – copied campaign to Council May – Council supported	ongoing	ongoing
<b>Work load</b>	All employees	<ul style="list-style-type: none"> <li>• Details job descriptions so that staff know their roles</li> <li>• Job task sheets for specific projects</li> <li>• Promote positive working culture</li> <li>• Promote open communications with line manager and to talk about stress</li> <li>• Annual Appraisals</li> </ul>	Jobs list – regular reviews	Clerk	ongoing	ongoing
<b>Covid-19 pandemic concerns</b>	All employees & councillors	<ul style="list-style-type: none"> <li>• Covid-19 risk assessment</li> <li>• No public in office</li> </ul>	<ul style="list-style-type: none"> <li>• Keep Covid-19 RA up to date</li> </ul>		ongoing	ongoing

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		<ul style="list-style-type: none"> <li>• Covid-19 safety guidelines followed</li> <li>• Supply of PPE – facemask, anti bac, cleaning materials</li> </ul>				
<b>Work colleague relationships</b>	All employees & councillors	<ul style="list-style-type: none"> <li>• Promote positive relationships and work culture</li> </ul>	Annual Christmas Lunch		ongoing	ongoing
<b>Mental Health</b>	All councillors and staff	<ul style="list-style-type: none"> <li>• Access to Health Assured app which provides counselling service, podcasts, wellbeing advice, financial advice, legal advice and more</li> <li>• Line Manager to maintain open communications and be aware of any possible changes in behaviour. To have an informal meeting if necessary. Liaise with</li> </ul>	<p><b>Note:</b> 20 July 2021 all employees and councillors were written to with details of the Health Assured providing a facility to support all our wellbeing and mental health.</p> <p>To review take-up and use of Health Assured</p>	Town Clerk	ongoing	ongoing

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		Personnel if need <ul style="list-style-type: none"> <li>• Personnel Committee</li> <li>• Private Health care Scheme for employees 2years plus</li> </ul>				
<b>Reporting Stress concern</b>	All councillors and staff	<ul style="list-style-type: none"> <li>• Concerns should be reported to the Town Clerk</li> <li>• Town Clerk concerns report to Chairman</li> <li>• Personnel Committee in place</li> <li>• Consultancy HR support services with Worknest</li> <li>• Employees can report concerns to HSE</li> <li>• SHSE Law poster displayed in office</li> </ul>				

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)