

Risk Assessment Form

Location/Dept: ETC		Date Assessed: June 2022			Assessed by: Caroline Leet		
Task/ Activity: Violence at Work office on sites		Review Date:			Reference Number: N/A		
Activity/ Task	Hazard/Risk	Persons at risk	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk/ Priority	Additional controls required
face to face & telephone Office work Entry control / security On sites Walking to and from sites	Verbal Abuse	Council office staff Groundstaff Temporary staff Councillors Residents Visitors	Staff consultation /discussion at team meetings/ to identify extent of concerns	3	3	9	Staff informed of company policy at Induction Code of non-acceptable behaviour managers/staff/ public/service users
	Racial abuse / discrimination		Risk Assessment completed to identify areas of risk	3	3	9	
	Attempted physical assault		Social Media – encourage staff not to interact of local groups Avoid lone working.	5	2	10	
	Physical assault with/without weapon		Lone working alarms. Bell for upstairs if alone downstairs. (panic bell). Office and own mobile phones. Work areas are designed and laid out to afford staff protection e.g. Reception counter; office building front door can be locked from inside. Security light for courtyard – can be activated from inside. Building has security Alarm. Depot/Mess area – avoid lone working	5	2	10	Publicise no tolerance policy on violence
	Robbery		Cashing handling in behind counter. Avoid lone working. If on own keep resident outside of office. Cashing up procedure – upstairs away from front desk General lighting and visibility good level internally and externally Close liaison & cooperation with neighbouring premises & police.	4	3	12	Two people to bank cash When working with equipment to have two on site i.e work in pairs

face to face & telephone	Disagreement between residents/customers	Council office staff	Staff levels monitored and maintained	3	3	9	Code of non-acceptable behaviour managers/staff/ public/service users
	Customer / resident expectation			3	3	9	
Office work	Unpredictable behaviour (drink, drugs)	Groundstaff	Company procedure for V&A/dealing with difficult people etc.	3	2	6	Code of non-acceptable behaviour managers/staff/ public/service users
Entry control / security	Customers with illegal drugs, substances	Temporary staff		3	2	6	
On sites	Dissatisfaction	Councillors		3	2	6	
Walking to and from sites	Pressurised staff	Residents	Staff are trained in company procedures	4	3	12	Staff informed of company policy at Induction
	Disagreement between staff	Visitors		3	2	6	Conflict resolution training
	Bullying / harassment			Staff supported with any subsequent legal actions – prosecutions	4	3	12

NB: It is difficult to bring down a risk of 12 (or lower severity) as if there was a case of violence unfortunately it would be in an extreme incident. Measures are continually reviewed and discussed with employees and councillors.

Risk/Priority Indicator Key

Severity (Consequence)
1. Negligible (delay only)
2. Slight (minor injury / damage / interruption)
3. Moderate (lost time injury, illness, damage, lost business)
4. High (major injury / damage, lost time business interruption, disablement)
5. Very High (fatality / business closure)

Likelihood
1. Improbable / very unlikely
2. Unlikely
3. Even chance / may happen
4. Likely
5. Almost certain / imminent

RISK / PRIORITY INDICATOR MATRIX						
LIKELIHOOD	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		SEVERITY (CONSEQUENCE)				

Summary		Suggested Timeframe
12-25	High	As soon as possible
6-11	Medium	Within next 3-6 months
1-5	Low	Whenever viable to do so