

## Risk Assessment Form

<b>Location/Dept: ETC</b>			<b>Date Assessed: June 2022 / 14 November 2023</b>		<b>Assessed by: Caroline Leet</b>		
<b>Task/ Activity: Violence at Work office on sites</b>			<b>Review Date: November 2023</b>		<b>Reference Number: N/A</b>		
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  Social Media – encourage staff not to interact of local groups	3	3	9	
	Attempted physical assault		Avoid lone working.  Lone working alarms. Bell for upstairs if alone downstairs. (panic bell).	5	2	10	
	Physical assault with/without weapon		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  Staff told, if ask for money, just give it

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

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 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