

Risk Assessment Form

Location/Dept: ETC		Date Assessed: June 2022 / 14 November 2023 / 22 September 2025			Assessed by: Caroline Leet		
Task/ Activity: Violence at Work office on sites		Review Date: Annually reviewed			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	Verbal Abuse	Council office staff	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		Groundstaff	Avoid lone working.	5	2	
	Entry control / security On sites Walking to and from sites	Physical assault with/without weapon	Temporary staff	Lone working alarms. Bell for upstairs if alone downstairs. (panic bell).	5	2	10
	Councillors		Bolt lock on door. 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			

	Robbery		<p>Cashing handling in behind counter. Avoid lone working. If on own keep resident outside of office.</p> <p>Cashing up procedure – upstairs away from front desk</p> <p>General lighting and visibility good level internally and externally</p> <p>Close liaison & cooperation with neighbouring premises & police.</p>	4	3F	12	<p>Two people to bank cash</p> <p>When working with equipment to have two on site i.e work in pairs</p> <p>Staff told, if ask for money, just give it.</p> <p>Lone working alarms for inside and outside.</p> <ul style="list-style-type: none"> - Use late at night - Wear if in office on own - Take for working outside where there is a considered risk
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<p>FFace to face & telephone</p> <p>Office work</p> <p>Entry control / security</p> <p>On sites</p> <p>Walking to and from sites</p>	Disagreement between residents/customers	<p>Council office staff</p> <p>Groundstaff</p> <p>Temporary staff</p> <p>Councillors</p>	<p>Staff levels monitored and maintained</p> <p>Company procedure for V&A/dealing with difficult people etc.</p> <p>Note above other procedures for lone working.</p>	3	3	9	<p>Code of non-acceptable behaviour managers/staff/ public/service users</p> <p>Council Adopted NALC Civility & Respect policy</p>	
	Customer / resident expectation				3	3		9
	Unpredictable behaviour (drink, drugs)				3	2		6
	Customers with illegal drugs, substances				3	2		6
		Dissatisfaction	Residents		3	2	6	
		Pressurised staff	Visitors	<p>Staff are trained in company procedures</p> <p>Staff supported with any subsequent legal actions – prosecutions</p>	4	3	12	Staff informed of company policy at Induction
		Disagreement between staff			3	2	6	Conflict resolution training
		Bullying / harassment			4	3	12	<p>Close supervision</p> <p>Code of non-acceptable behaviour managers/staff/ public/service users</p>

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