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| **Date:** |  | | |  |  |  |  | |  | |  |  | |  | |  |  |
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| **Assessors Name:** | |  | | **Reference Number:** | |  | | | | **Review:** | | |  | | | | |
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| **Implemented By:** | |  | | **Signature:** | |  | | **Position:** | |  | | | **Date:** | |  | | |
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| **Description of task and assessment** | | | **Stress Management** | | | | | | | | | | | | | | |  |
|  |  |  |  |  |  |  |  | |  | |  |  | |  | |  |  |
| **Location Details** | | | **Alk workplace locations within Persimmon Homes XX** | | | | | | | | | | | | | | |

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| **Identified Hazards** | **Who may be affected** | **Initial Risk** | **Control measures** | **Residual**  **Risk** | **Remarks** |
| **Demands** | All Staff | M | * Understanding what work-related stress is and what can cause it * Responding to a pattern of increased absence due to work related stress * Checking fit notes, and talking to employees * Looking for signs of stress in employees * Talking to employees * Using SMART Objectives when planning projects * Monitoring workloads * Planning work to minimise excessive demands * Taking on extra resource to support end of year work * Talking to employees regularly to gather information, directly or via line managers * Line managers ensuring leave periods are sensibly covered to support busy periods of work * People may not identify time off sick as stress so thinking about whether: -   + There is an area/job that has high amounts of absence   + Employees complain about working in a particular area or doing a particular job | L | * Return to work interviews are to be conducted and trends analysed * Consider support from HR over attendance issues |
| **Control** | All Staff | M | * Talking to staff about how they feel about their work * Giving staff own areas of responsibility * Anonymous ‘vox box’ for comments Action by when? Done * Using the results of surveys and your risk assessment with employees – asking what they think can be done and feeding back on these issues and ideas | L | * Communication with Employee Engagement Panel |
| **Support** | All Staff | M | * Training managers in spotting early signs of stress * Providing details of counselling services for staff * Meeting with staff and clients to agree timings etc for projects * Monitoring workloads * Planning work to minimise excessive demands * Taking on extra resource to support end of year work * Talking to employees regularly to gather information, directly or via line managers * Employees being encouraged to talk to line managers about upcoming leave etc and potential difficulties with workload * People may not identify time off sick as stress so thinking about whether: - there is an area/job that has high amounts of absence- employees complain about working in a particular area or doing a particular job * Proportional coverage of Mental Health First Aiders in the workplace * Using the results of surveys and your risk assessment with employees – asking what they think can be done and feeding back on these issues and ideas * Training managers in how to support staff suffering from work-related stress * Staff can talk to supervisors or managers if they are feeling stressed at work * Staff are supported on return to work after a period off with work-related stress * Training managers in how to support staff suffering from work-related stress | L | * LMS Courses:   + Dealing with stress   + Communication under pressure   + Life Balance   + Empathy   + Mental Health Awareness for Managers * Promotion of the Company Employee Assistance Programme |
| **Relationships** | All Staff | L | * Training managers in promoting a positive working culture * Having a clear commitment to employee wellbeing and a culture of openness * Reminding staff, they can speak confidentially to managers or supervisors if they are feeling stressed at work | L | * Consider involving HR where there are conflicts that cannot be resolved in the workplace |
| **Role** | All Staff | L | * Defining all team roles * Staff understanding what their duties and responsibilities are * Thinking about whether any staff are particularly vulnerable, e.g. those working alone, young workers, Menopausal workers * Investigating whether there are roles where it is difficult to recruit or retain staff | L | * Roles and responsibilities defined on induction * LMS training: Menopause and the Workplace (For Managers) |
| **Change** | All Staff | L | * Making sure changes are communicated openly so everyone understands the effects they will have * Monitoring effects of changes on stress levels so staff have the chance to provide feedback * Meeting clients to explain changes and manage expectations * Acting on staff feedback so any new pressures linked to changes are discussed | L | * Consider developing a department calendar to enable staff to “Horizon Plan” |

**Guidance Notes**

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| **LIKELIHOOD OF HARM** | | |
| **Highly likely** | **Possible** | **Unlikely** |
| **SEVERITY**  **OF**  **HARM** | **Fatal or major injury/ illness** | **High** | **High** | **Medium** |
| **Injury/ illness resulting in lost time** | **High** | **Medium** | **Low** |
| **Minor injury/ illness** | **Medium** | **Low** | **Low** |

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| **LOW** | **MEDIUM** | **HIGH** |
| **Continue with existing control measures and ensure all reasonably practicable measures to reduce the risk to as low as possible put in place. Monitor for changes. Implement any additional control measures required, within the timescales given in the**  **risk assessment.** | **May require additional reasonably practicable measures to reduce the risk to as low as possible. Must ensure regular ongoing monitoring of the task. Implement any additional control measures required, within the timescales given in the**  **risk assessment.** | **Requires attention to reduce the risk, implement reasonably practicable measures to reduce the risk as low as possible. Must ensure regular ongoing monitoring of the task. Implement any additional control measures required, within the timescales given in the**  **risk assessment.** |