RISK ASSESSMENT



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| --- | --- | --- |
| 1. **Outline of activity or task to be assessed:** Lone working (mobile / static) delete as appropriate

Delete/complete Sect C to reflect needs of team. | Form No |  |
| Group/Service Area: |  | Work Activity |  |
| Workplace/Team |  |  |  |
| Date of Assessment: |  | Date for Re-assessment |  |
| Name of Assessors: |  | Signature: |  |
| Manager/Headteacher: |  | Signature: |  |

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| --- | --- | --- |
| **Hazard** is something with the **potential** to cause **harm**. **Risk** is the **likelihood** of someone being hurt multiplied by the **severity** of the occurrence.  **Level of risk = likelihood x severity****B. Risk Matrix – This section is used for guidance to complete section C.** |  | **PRIORITY OF ACTION**High 17 - 25 Unacceptable – Stop work or activity  until immediate improvements can be made.Medium 10 – 16 Tolerable but need to improve within a reasonable timescale, e.g., 1-3  months depending on the situation.Low 5 - 9 Adequate but look to improve by next review.Very Low 1 – 4 Residual risk acceptable and no further action will be required all the time the control measures are  maintained. |
| **5 x 5 RISK ASSESSMENT MATRIX** |
| Increasing consequence or severity 🡺 | 5 | **5 low** | **10 med** | **15 med** | **20 high** | **25 high** |
| 4 | **4 very low** | **8 low** | **12 med** | **16 med** | **20 high** |
| 3 | **3 very low** | **6 low** | **9 low** | **12 med** | **15 med** |
| 2 | **2 very low** | **4 very low** | **6 low** | **8 low** | **10 med** |
| 1 | **1 very low** | **2 very low** | **3 very low** | **4 very low** | **5 low** |
|  | 1 | 2 | 3 | 4 | 5 |
|  | Increasing likelihood or probability 🡺 |

**Score**

5

4

3

2

1

**Likelihood / Probability**

Very likely / Almost certain

Likely

Fairly likely / Possible

Unlikely

Very unlikely

**Description**

Event is expected to occur in most circumstances

Event will probably occur in most circumstances

Event could occur at some time

Event is not likely to occur in normal circumstances

Event may occur only in exceptional circumstances

**Score**

5

4

3

2

1

**Consequence/Severity**

Catastrophic / Severe / Fatality

Major injury / ill health

Moderate (over 7 day injury)

Minor injury / ill health

Insignificant / no injury

**Description**

Death or permanent disability to one or more persons

Hospital admission required, eg, broken arm or leg

Medical treatment required, over 7 day injury

First aid is required

Injuries not requiring first aid treatment

**C. Use information from section B to identify level of risk for each hazard**

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| --- | --- | --- | --- | --- | --- | --- |
| What are the**Hazards?** | **Who might be harmed and how the hazard could cause harm** | **What are you already doing****(Existing Controls)** | **Risk****Level****Low/Med/****High** | **What further actions****are necessary** | **Residual Risk****Level****Low/Med/****High** | **Action** |
| **Who** | **When** |
| 1 | Violence & Aggression | Employee | * Lone working is not to be undertaken in the following situations: (list team specific scenarios based on your risk assessment)
* Staff are trained in handling difficult situations (v and a)
* All staff receive Crisis Prevention Institute (CPI) training to an appropriate level and this is refreshed regularly.
* Staff advised to report all incidents /near misses using Business World Incident Form.
* Panic alarm provided in the office and all staff are aware of it (induction). Clear procedure in place. All staff expected to respond to any alarm call are trained in the appropriate procedure and have received training in handling such situations. The panic alarm is tested regularly and the test recorded.
* Staff advised not to resist threats etc.
* Building alarm call outs are managed by a private Security company thus eliminating lone working.
* Staff routinely consult customer **databases (*insert name of data base*)** prior to visiting in order to establish history relating to client*.*
* All appropriate staff are trained on and have access to this database.
* Staff advised to park cars in well-lit areas and facing in the correct direction for exit
* Staff supplied with a personal alarm (where appropriate).
 | *Insert* | * Examples:
* Refresher needed for V and A training?
* Is room lay out appropriate? (access to escape route? – See SC Interview Room guidance.)
* Is there a panic button in the room? Is it tested? If not how is the alarm raised to others in the event of an incident

Or where no further actions necessary:No further actions required. Situation to be monitored. | *Residual risk level should be low. See Risk Matrix above.* |  |  |
| 2 | Accidents / illness | EmployeeService UserMember of public | * All staff communicate their whereabouts and intended time of return to office. A wipe board / diary system is used and a member of staff is nominated to monitor this. ***(how is this monitored after hours?)***
* All staff use the Council’s 24hr telephone monitoring system or team monitoring system - **When** ***(specify when ????)*** lone working.
* Higher risk teams are advised to use the Council’s 24hr telephone monitoring system.
* Personal details are reviewed on a regular basis. All staff routinely use this system.
* Manager is aware of any employee’s / service users medical conditions that may affect lone working options.
* Mobile phone to be used.
* Staff are advised to plan their route and keep appointment diaries current.
* Appropriate first aid provision is available.
* Appropriate Personal Protective Equipment is provided (eg high visibility jackets).
* Staff are clear as to what they can and cannot perform as a lone worker. Eg use of stepladders, work at height etc. should be avoided.
 | *Insert* |  |  |  |  |
| 3 | Manual handling | Employee | * Staff are clear as to what they can and cannot manually handle as a lone worker.
 | Depends on situation | Where there is significant risk from manual handling, manual handling risk assessments have been carried out and appropriate control measures adopted. |  |  |  |
| 4 | Inappropriate provision of rest /hygiene facilities | Employee | * Staff are able to take appropriate breaks and have suitable toilet and wash facilities.
 | Depends on situation |  |  |  |  |
| 5 | Fire | Employee/Customer | * Fire risk assessment has been completed for premise. Appropriate safe systems of work are adopted where it has been identified that fire detection is inadequate. Consider for example isolated areas of buildings / contractors etc.
 | Depends on situation |  |  |  |  |
| 6 | Stress |  | * Communication systems exist with Line Manager. Check in/check out for example.
* Procedures / systems allow for lone worker to make appropriate decision /actions. Staffing numbers are based on risk assessment.
* Employees encouraged to report feelings of stress.
* During predicted busy periods additional staff are used.
* Where stress is identified as a risk, employees should complete the ‘Stress Indicator Tool’ available on the intranet.
* Refer to Council Stress Guidance and Stress Management Policy
 | Depends on situation |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |

**If more hazards are identified please add more boxes**

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| **D. Safe Systems of Work to be outlined below by using the information in Section C once completed:*** A lone working risk assessment will be completed to establish if lone working is possible and if so, what control measures are required.
* Staff encouraged to report all incidents / near misses
* Managers are aware of the whereabouts and time of return of employees and systems exist in the event of an emergency.
* All staff are trained in the safe lone working procedures and routinely use them.
* All staff are provided with an appropriate level of training in dealing with violence and aggression and this is refreshed on a regular basis.
* All staff use the 24hour lone working telephone system or appropriate and reliable alternative.
* Etc etc.
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**E. Circulation List**

Please list people who have been informed of the assessment.

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| --- | --- | --- | --- |
| NAME | DESIGNATION | SIGNATURE | DATE |
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 Reviewed by the Health & Safety Team March 2022