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| Company name: Dusemond | Assessment carried out by: Robin Fry |
| Date of assessment: 1st February 2024 | Date of next review: January 2025 |

**DUSEMOND STUDY PROGRAMMES WORKPLACE STRESS RISK ASSESSMENT**

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| **What are the hazards?** | **Who might be harmed?** | **What control measures are in place?** | **Likely severity of injury**  **(1-3)** | **Likely occurrence**  **(1-3)** | **Risk rating**  **(A x B)** | **Are further control measures required?** |
| Demands | All staff during peak seasons and increased workload  All staff when dealing with difficult clients  Activity Leaders when accompanying groups or running activities | * Understanding what work-related stress is and its causes * Monitoring workloads and making sure that staff don’t have excessive workloads * Engaging additional staff as necessary * Ensuring there is an appropriate Activity Leader: student ratio * Activity Leader induction * Ensuring group leaders are aware of their responsibilities * Talking to staff | 1 | 3 | 3 | No |
| Control | All staff at busy times | * Having clear areas of responsibility and checking staff know what these are * Talking and listening to staff about how they feel about their work * Up to date job specifications * Updates from the CEO on the company, its performance and direction | 1 | 2 | 2 | No |
| Support | All staff  Activity Leaders accompanying groups and running excursions | * Regular meetings with staff to foster an open culture * Ensure Activity Leaders are fully briefed and have emergency contact details for office-based operations staff and that the ops team are fully available | 1 | 2 | 2 | * Consider appointing mental health first aiders * Train managers in stress and mental health awareness |
| Relationships | All staff | * Having a clear ethos and expected ways of working and behaving at work * Training staff, esp. managers, to promote a positive working culture aligned with the company’s ethos | 1 | 1 | 1 | No |
| Role | All staff | * Defining all team roles * Staff understanding what their responsibilities are * Robust induction for new staff * Up to date job specifications * Regular reviews with line manager | 1 | 2 | 2 | No |
| Change | All staff  Activity Leaders (last minute changes ‘in the field’ | * Making sure changes are communicated openly so everyone understands the effects changes will have * Monitoring morale and mood after changes have been implemented * Ensure Activity Leaders are fully-briefed and have emergency contact details and operations team is fully available * Updates from the CEO on the company, its performance and direction | 1 | 2 | 2 | No |

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| **Score** | **3** | **2** | **1** |
| Column A: likely severity of injury | Major injury or death | Injury requiring medical treatment | Minor or no injury |
| Column B: likely occurrence | Regular exposure of several employees to hazard | Occasional exposure of few employees | Exposure to hazard very rare |

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| **Risk score** | **Response times** | **Risk score** | **Response times** |
| 9 | Immediate cessation of activity until interim controls are agreed and implemented. | 3&4 | Review if circumstances change. Provide additional training, supervision and monitoring. |
| 6 | Critically examine the areas of exposure in the process and agree timetable for completion of all agreed actions. | < 3 | 12 months review (date of next audit). No real changes in procedure required to reduce risk further. |