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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 workloadAll staff when dealing with difficult clientsActivity 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 staffActivity 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
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| 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 staffActivity 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. |