



# Midsomer Norton Town Council

## Risk Assessment Form – Stress at Work

Activity: Stress at Work		Assessment Date: September 2024	Review Date: September 2025		
Hazard	Persons Affected and Risk	Controls	Risk Score	Further Controls	Risk Level
<b>Over/under work</b>	Employees	<p>Management monitors all workloads to ensure suitable amount for employees.</p> <p>Workload monitored to ensure adequate employee level.</p>	High	<p>Appraisal system in place which addresses workload.</p> <p>Consider additional staffing where necessary.</p>	Medium
<b>Lack of training</b>	Employees	<p>Appropriately qualified employees appointed as per role requirements.</p> <p>Training needs addressed as per role and individual.</p> <p>Employee requests for training are fully considered by management.</p> <p>Management reviews effectiveness of training provided.</p>	High	<p>Appraisal system in place which addresses training requirements.</p> <p>Records of all training kept.</p> <p>Develop and implement regular training programs and skill development workshops to ensure employees are well-equipped for their roles.</p>	Medium
<b>Public</b> - Expectations - Conflict	Employees	<p>Notices of intentions are posted in the town.</p>	High	<p>Provide conflict resolution training and establish clear procedures for handling difficult situations with the public.</p>	Medium

- Violence		<p>Complaints from members of the public are handled seriously and there is a complaints procedure.</p> <p>The local council holds regular public meetings/sessions.</p> <p>The public are regularly consulted on local council activities.</p>		"Zero tolerance" policy in place to support employees.	
<b>Working relationships, employees and councillors</b>	Employees	<p>Employees are encouraged to notify management of problems.</p> <p>Management has an 'open door' policy.</p> <p>Employee meetings held when required.</p> <p>Any relationship problems suitably addressed.</p>	Medium	Promote team-building activities, provide mediation services, and establish clear communication channels to improve relationships between employees and councillors.	Low
<b>Lone working</b>	Employees	<p>See Lone Working Risk Assessment.</p> <p>Two employees in office at most time.</p> <p>Employees to keep diary system for all activities.</p> <p>Management monitors work and employees on regular basis.</p> <p>Mobile telephones provided for peripatetic workers.</p>	Medium	<p>Develop and implement lone worker policies.</p> <p>Conduct regular check-ins.</p> <p>Provide personal safety training.</p>	Medium
<b>Reorganisations</b>	Employees	<p>Reorganisations are kept to a minimum to avoid disruption.</p>	Medium	Ensure clear communication.	Low

		<p>Employees consulted on all reorganisations.</p> <p>Any changes implemented over a lead-in period.</p>		<p>Provide support during transitions.</p> <p>Involve employees in the planning process.</p>	
<b>Change of duties</b>	Employees	<p>Changes in duties are kept to a minimum.</p> <p>Any change is implemented over a lead-in period.</p> <p>Employees provided with new job descriptions.</p> <p>Employees consulted on all change of duties.</p>	Medium	<p>Offer training for new roles.</p> <p>Ensure clear communication.</p> <p>Provide support during transitions.</p>	Low
<b>Assessor's signature:</b>			<b>Clerk's signature</b>		
<b>Date:</b>			<b>Date:</b>		