

Assessor:	Manager's name and individual's name (if present).	Job Title:	Job title(s)		
Department:	Name of department	Service:	Name of service		
Site / Location:	Name of site/location/office	Assessment of:	Workplace stress in relation to (individual's name).		
Assessment Date:	Specify date	Date of Previous Review:	Specify Date	Review Date:	Specify Date

This is a generic / template assessment. You may cut/paste/add/remove details as required for the specific individual/location/task you are assessing.

Hazard	Type/Effect of Risk	Initial Risk*	Control Measures	Residual Risk*
Problems with definition of role e.g. <ul style="list-style-type: none"> • Role not defined clearly, clear job description not provided. • Work structures not defined clearly and team members don't know who is doing what or why. • No work objectives i.e. no planning of work. • Competing demands i.e. priorities unclear. • Individual unaware of changes to the scope of their work or doesn't accept them. 	Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including not here any risks arising due to poor definition of role.	Insert score	<ul style="list-style-type: none"> • Hold team meetings to enable members to clarify their roles and to discuss any possible role conflict. • Display team/service targets and objectives to help clarify unit and individual roles. • Agree specific standards of performance for jobs and individual tasks and review periodically. • Introduce personal work plans and ensure functions and priorities are clear. • Hold regular 1:1 meetings to ensure individual is clear about their role and know what is planned for the coming months. • Avoid competing demands i.e. ensure priorities are clear. 	Insert score

*Risk = Likelihood + Consequence. See 6.2b – Risk Assessment Matrix



<p>Lack of control e.g.</p> <ul style="list-style-type: none"> • Individual has no way to voice their opinion on their work and on what has been planned. • No opportunity for discussion or input into their tasks / projects. • No clear roles or timescales in projects. • Individual not involved in decisions which affect them. • Individual is of the opinion that their skills are not used effectively. • Individual is of the opinion that they have little or no control over the pace of their work. • Working hours unsuitable and the ability to take breaks is hindered. • Individual required to stay late without prior notice. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising due to poor management or self-management.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> • Agree systems to enable staff to have their say over the way their work is organised and undertaken. • Hold regular meetings as a team and with the individual. • Be clear and agree on roles, objectives, timescales and managerial support. • Involve all members of the team in decision making by the use of coaching where appropriate. • Carry out a SWOT analysis on the individual and identify skills that are not being used. • Allow the individual to set target dates to complete tasks. • Discuss and decide on change of hours if practical to do so. 	<p>Insert score</p>
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<p>Work pressure too high due to e.g.</p> <ul style="list-style-type: none"> • Unachievable time scales / expectations within their role. • Complex or emotionally demanding work. • Inadequate training or lack of resources to carry out their work effectively. • Verbal abuse or physical violence at work. • Individual taking work home with them. • Younger worker (under 18) taking on work that is beyond their emotional maturity. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising due to high work pressure.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> • Manager to discuss regular breaks with staff. • Discussion between manager and individual to provide realistic deadlines. • Individual to report to manager on lack of adequate resources. • Manager to monitor how much work the individual takes home and the hours worked. • Manager to ensure work is appropriate for the individual's age, training and skills. • Support individual when undertaking new and unfamiliar tasks. 	<p>Insert score</p>
<p>Work pressure too low due to e.g.</p> <ul style="list-style-type: none"> • The work being boring, monotonous or unchallenging. • Individual being demotivated or uninterested in their work. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising due to low work pressure.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> • Manager to provide challenge/pressure to keep individual motivated and interested in their work. • Manager to enquire and offer support in prioritising tasks. • Ensure that tasks assigned to individual – in terms of amount, complexity and intensity – are well matched to their skill set. • Support individual when undertaking new and unfamiliar tasks. • Meet often to assess workload. • Monitor individual's working hours. 	<p>Insert score</p>

<p>Poor work relations e.g.</p> <ul style="list-style-type: none"> • Conflict between individual and colleagues. • Poor communication within the team due to lone / remote working or conflict. • Individual feels that they are being bullied or harassed. • Individual feels there is no opportunity for social interaction. • The role/post causes personal distress due to nasty behaviour or words. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising from poor working relations.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> • Encourage good, honest, open communication at all levels within the team. • Manager and colleagues to provide support and regular communication with staff who work in isolation. • Clear procedure adopted within the team as to what behaviours is unacceptable and how to deal with any incidents. • Take advantage of and ask for the support of the Human Resources Advisors Service should an allegation of bullying or harassment be made. 	<p>Insert score</p>
<p>Lack of support due to individual e.g.</p> <ul style="list-style-type: none"> • Not having an annual appraisal or 1:1 meetings. • Feeling they are discriminated against. • Feeling they don't get enough support from manager or colleagues. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising from lack of support.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> • Staff encouraged to work as a team. • Team encouraged discussing and sharing feedback honestly with each other. • Manager to show and encourage appreciation of others. • Ensure staff members are aware that inappropriate behaviour isn't tolerated. • Refer to the Workplace Bullying and Harassment Policy and arrange training to support this. • Refer individual to the Occupational Health Unit to consider options including phased return etc. • Individual to refer themselves to Medra counselling service for confidential advice and support. 	<p>Insert score</p>

<p>Change within the workplace e.g.</p> <ul style="list-style-type: none"> Individual not consulted or made aware of future changes to the workplaces. Changes not explained adequately or impact of change not assessed. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising from changes within the workplace.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> Ensure clear and suitable communication about proposed changes. Ensure individual understands the reasons behind the changes and when these changes will occur. Ensure sufficient consultation is undertaken before changes are enforced so that those affected can voice an opinion or observation. Support individual through the process of change by communicating regularly via team meetings, 1:1 meetings etc. 	<p>Insert score</p>
<p>Lack of / incorrect training e.g.</p> <ul style="list-style-type: none"> Individual not trained appropriately to carry out work due to change of role or inexperience. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising from lack of/incorrect training.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> Provide training as required (specify exactly which training is provided). Ensure annual appraisal is carried out. Individual to know how to and whom to report to when it comes to exposure to any of the hazards noted in this assessment, or any new hazards encountered. Contact Learning and Development Service for specific training needs. 	<p>Insert score</p>
<p>Other hazards which may affect individual e.g. other stress triggers of which manager is aware such as:</p> <ul style="list-style-type: none"> Problems at home. Personal problems. Life changes e.g. bereavement. Ill health which isn't work related. 	<p>Workplace situation creating stress and illness to individual's name. Unable to work effectively, leading to additional risks including note here any risks arising from other hazards.</p>	<p>Insert score</p>	<ul style="list-style-type: none"> Support individual where possible (specify how this is done). Refer individual to the Occupational Health Unit or Human Resources Advisor as appropriate. Where possible, be flexible as regards workload, working hours and work location. Individual to be familiar with this risk assessment and adhere to control measures put in place. 	<p>Insert score</p>



Notes for Implementation	Responsible Person	Complete By
<ul style="list-style-type: none"> If any of the above control measures are considered appropriate but haven't yet been implemented then they should be listed here until they are in place. 	Ensure specific person(s) is (are) identified	A specific date should be identified
<ul style="list-style-type: none"> 		
<ul style="list-style-type: none"> 		
<ul style="list-style-type: none"> 		