

## RISK ASSESSMENT FORM – HOME OR OFFICE WORKING ENVIRONMENT

<b>This risk assessment covers: working from home, office or visiting office</b>
Date assessed:
Assessed by:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take risks to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done?
Slips , spillages and trips and falls	Staff, visitors and volunteers may be injured if they trip over objects, slip on spillages, or fall from height. Service users do not go into the offices.	<ul style="list-style-type: none"> <li>Everyone is responsible for ensuring their workspace is clear and tidy during and at the end of each day.</li> <li>All areas are well lit.</li> <li>Cables and leads are kept tidy using cable covers where needed.</li> <li>Staff should not climb up on any item to reach higher heights.</li> <li>Contractor on site should be used for fixing items to the wall or at height.</li> <li>Staff to ensure they use a tray if carrying multiple drinks.</li> <li>Staff to ensure they clean up any spillages when making drinks or food in the office.</li> </ul>	Ensure cables are checked frequently.	All staff and volunteers to monitor		

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Manual handling of paper, office equipment etc.	Staff risk injuries or back pain from handling heavy, bulky objects e.g. deliveries of guides.	<ul style="list-style-type: none"> <li>• Henderson have trolleys we can use to transport boxes from deliveries and other heavy items around the office.</li> <li>• High shelves should be used for appropriate items.</li> <li>• Gray Matter Training for appropriate roles</li> </ul>	d staff not to lift objects that look or appear too heavy to handle.	Managers		
Display screen equipment	Staff risk posture problems and pain, discomfort or injuries e.g. to their hands / arms, from overuse or improper use from poorly designed workstations or work environments. Headaches or sore eyes can also occur e.g. if the lighting is poor.	<ul style="list-style-type: none"> <li>• Assessments of workstation carried out by all new staff and volunteers and then annually.</li> <li>• Reassessment to be carried out at any change to work feature or individual needs.</li> <li>• The nature of the work allows for natural breaks.</li> <li>• Lighting and temperature can be controlled.</li> <li>• Adjustable blinds and windows at the office.</li> <li>• Noise cancelling headphones and screens are in place in the office.</li> <li>• Staff have access to health shield to pay towards eye tests.</li> </ul>	<p>Managers to monitor time at desks to ensure breaks from the computer.</p> <p>HR Support Officer to monitor returns of workstation risk assessment annually.</p> <p>Managers to ensure actions on workstation risk</p>	Managers  HR Support Officer	March / April 2024 supervisions	

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		<ul style="list-style-type: none"> <li>• Staff and volunteers are offered docks to enable use of full monitoring screens rather than relying on laptop screens.</li> <li>• Staff and volunteers who work on the phone for extended periods are offered individual headsets rather than using a manual phone.</li> </ul>	assessment. are carried out.			
Stress and mental wellbeing	All staff and volunteers could be affected by factors such as lack of job control, bullying, not knowing their roles.	<ul style="list-style-type: none"> <li>• Staff understand what their duties and responsibilities are.</li> <li>• Staff can talk to supervisor or manager if they are feeling unwell or unease about things at work.</li> <li>• Health shield service including support line available to all staff.</li> <li>• Anti bullying policy</li> <li>• Manager to keep in regular contact with home worker.</li> <li>• Ensure team meetings are accessible to all.</li> <li>• Having conversations about timekeeping / workload and demand.</li> </ul>	Remind staff they can speak confidentiality to their manager or SMT if they need too.	Managers		

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		<ul style="list-style-type: none"> <li>Encouraging a good work life balance.</li> <li>No obligation to answer emails outside of work hours.</li> </ul>				
Electrical	Staff, visitors or volunteers could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> <li>Staff to report any observations related to electrical equipment such as damaged cables and equipment in connection with their work either at home or in the office. For home workers this applies to any equipment AUKN has provided.</li> <li>Defective equipment taken out of use and replaced.</li> <li>Staff not to use their own devices.</li> <li>PAT testing to be undertaken regularly.</li> <li>Report defective ports and sockets to landlord if office based.</li> </ul>	Head of Corporate Services to oversee PAT testing.	Head of Corporate Services		
Fire	If trapped staff could suffer fatal injuries from smoke inhalation / burns.	<ul style="list-style-type: none"> <li>Landlord holds responsibility for checking fire safety in building including all drills and tests.</li> <li>Staff and volunteers to partake in drills at the office.</li> </ul>	Head of Corporate Services to ensure landlord	Head of Corporate Services		

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		<ul style="list-style-type: none"> <li>• Fire evacuation plan displayed in each office.</li> <li>• Staff and volunteers made aware of exits and landlord processes on starting.</li> <li>• <i>PEEP</i> carried out with staff member/ volunteer if required.</li> <li>• The landlord has a fire risk assessment in place, and this is audited by <i>Peninsula</i>.</li> </ul>	maintains responsibilities.			
Office lone working	Staff could suffer ill health or injury while working alone in the office.	<ul style="list-style-type: none"> <li>• Lone working policy ref buddy system</li> <li>• Staff and volunteers to keep door closed when in the office by themselves.</li> <li>• Emergency contact details held on <i>People HR</i> for all staff.</li> </ul>	Managers to remind staff to lock door behind them.	Manager		
Service user visiting office	Service user could come to harm or disclose a safeguarding issue whilst visiting the office space.	<ul style="list-style-type: none"> <li>• Service users will only access the reception area and downstairs meeting room which are maintained by the landlord.</li> <li>• Meeting room to be used is fully accessible.</li> </ul>	Manager to ensure only the downstairs room is booked.	Manager		

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		<ul style="list-style-type: none"> <li>• staff are trained in how to approach and report safeguarding concerns.</li> <li>• Staff / volunteers are not first aid trained therefore they cannot practice first aid. Should any member of the public require first aid or medical assistance , the appropriate medical / emergency service should be contacted, and Head Office notified.</li> </ul>				
	Staff could be verbally or physically abused by client	<ul style="list-style-type: none"> <li>• Staff to sit near the exit door</li> <li>• Staff to stop meeting immediately if they feel in any way threatened or uncomfortable.</li> <li>• Staff to notify manager if meeting is ended for these reasons and risk assessment added to service user record.</li> </ul>	Manager to remind staff.	Manager		

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Service user information	Data could be viewed by an unauthorised person.	<ul style="list-style-type: none"> <li>• Home workers to ensure workstation is not overlooked</li> <li>• Homeworker to ensure conversations are private and cannot be overheard.</li> <li>• Any confidential paperwork is locked away while not in use</li> <li>• AUKN equipment is only used by AUKN staff and volunteers.</li> </ul>				

19th February 2024