**General Risk Assessment Form**



| **Date:** | **Assessed by:** | **Checked / Validated\* by:** | **Location:** | **Assessment ref no:** | **Review date:** |
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| **Task / premises:**  This generic risk assessment has referenced the [University Health & Safety Arrangements: Chapter 35](http://documents.manchester.ac.uk/display.aspx?DocID=31) as well as the Safety Services [Stress - prevention and management toolkit](http://www.healthandsafety.manchester.ac.uk/toolkits/stress/) which includes [Guidance for Managers](http://documents.manchester.ac.uk/display.aspx?DocID=23854) and [Guidance for Staff](http://documents.manchester.ac.uk/display.aspx?DocID=23855)  This is a generic document and is not intened to be prescriptive. Line managers and staff should add details to the relevant sections of the document to ensure it is suitable and sufficient for the specifc needs.  The [University Stress Assessment tool](http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=23853) can be used to highlight the main factors for an individual that are recognised as having the potential to lead to work-related stress.  The definition of stress is “the adverse reaction people have to excessive pressures or other types of demand placed upon them” | | | | | |

| **Activity** | **Hazard** | **Who might be harmed and how** | **Existing measures to control risk** | **Risk rating** | **Result** |
| --- | --- | --- | --- | --- | --- |
| Employees | | | | | |
| Any on or off campus work at the university | Lack of awareness of the responsibility on employees with respect to work related stress | Any staff  Stress related illness | 1. Be aware of factors which contribute to stress 2. Take responsibility for yourself and your wellbeing 3. Examine your lifestyle and work patterns, consider stopping behaviours that can contribute to stress e.g. smoking, drinking, not taking breaks or holidays, not exercising 4. Take reasonable actions to reduce or prevent the impact of work-related stress on themselves and others in work 5. Inform line manager, at the earliest opportunity, any concerns they have about work-related stress 6. Inform their line manager if they are suffering from stress 7. If you don’t feel you can speak to your line manager, refer yourself in confidence to [Occupational Health](http://www.occhealth.manchester.ac.uk/wellbeing/stress-managment/) or to [Counselling](https://www.counsellingservice.manchester.ac.uk/), or your GP. 8. Improve your wellbeing by using tools at [Staff Wellbeing](https://www.staffnet.manchester.ac.uk/wellbeing/) website 9. Inform your manager at the earliest opportunity if you are off sick due to stress or a related condition. 10. Engage with line manager to decide on any adjustments that might be needed, not only in the demands of the role but in the sense of control over the way in which you work or the way in which you communicate | Low | A |
| Line Managers | | | | | |
| Line management of staff | Lack of ability to identify stress in employees | Any staff being line managed  Stress related illness | 1. Review the [Guidance for Managers](http://documents.manchester.ac.uk/display.aspx?DocID=23854) from the Safety Services Toolkit 2. Understand the line manager responsibility of identifying and responding to stress in their team 3. Complete training [Work Related Stress: Identification, Prevention & Management (Online)](https://app.manchester.ac.uk/training/profile.aspx?unitid=7076&parentId=4&returnId=4&returntxt=Return%20To%20Search&returnQs=%3fterm%3dstress%26org%3d0) 4. Ensure that your own management practices and style do not contribute to work-related stress 5. Be aware of factors which contribute to stress and take reasonable actions to reduce or prevent the impact of work-related stress on themselves and others in work 6. Take appropriate action when they notice changes in staff behaviour or sickness absence 7. Arrange an early referral to Occupational Health when required 8. Follow the controls for reducing the risk of stress within the team to an acceptable level below 9. Encourage employees reporting stress to develop their own Wellness Action Plan (WAP) 10. Complete a Stress Assessment for employees with concerns 11. Ensure regular meetings/contact with campus and home working employees 12. Organise events for employees to socialise if possible | Low | A |
| Any on or off campus work at the university | Workload, working patterns or working environment | Any staff  Stress related illness | 1. Provide employees with adequate and achievable targets to be completed withing agreed hours of work 2. Match demands required to the skills and abilities of the employee 3. Monitor workloads to ensure staff are not overloaded 4. Monitor working hours and patterns – actively discourage a long hours culture, leaveism and absenteeism 5. Monitor holidays – make sure staff are taking their allowance 6. Ensure physical environment is comfortable 7. Allow hybrid working if reasonably practicable 8. Keep repetitive and monotonous work to a minimum 9. Ensure employees have sufficient resources, time, equipment, expertise, training 10. Ensure employees are not exposed to the threat of physical violence or verbal abuse. 11. Notify employees of available welfare rooms and spaces | Low | A |
| Lack of control of how much employees have in the way they do their work | 1. Allow employees to have a say about the way their work is undertaken? 2. Allow employees control over their work rate e.g. deadlines, prioritising work 3. Allow employees to show initiative and use their full range of skills 4. Ensure employees can report concerns about their work environment 5. Encourage employees to develop new skills and take on new challenges | Low | A |
| Lack of encouragement, or resources provided by the line management and colleagues | 1. Enable systems to encourage employees to support their colleagues 2. Communicate the support that is available e.g. [Occupational Health](http://www.occhealth.manchester.ac.uk/wellbeing/stress-managment/), [Counselling](https://www.counsellingservice.manchester.ac.uk/), Network groups, HR, DASS and campus trade unions 3. Encourage employees to seek support if needed 4. Give employees regular and constructive feedback 5. Promote wellbeing awareness 6. Ensure employees undertake DSE assessment and ae aware of resources available for homeworkers stations. | Low | A |
| Poor relationships or lack of the promoting positive working to avoid conflict and dealing with unacceptable behaviour | 1. Ensure there are procedures in place to resolve workplace conflict 2. Do not tolerate any form of bullying or harassment 3. Deal with any team conflict as quickly as possible 4. Seek help from your HR Partner if required 5. Ensure employees feel they are able to report their concerns 6. Treat reported concerns seriously, sensitively and confidentially 7. Ensure line managers know the policies for dealing with unacceptable behaviour at work 8. Communicate how employees are encouraged to share information relevant to work 9. Encourage teams to work openly, honestly and with respect 10. Reference University Acceptable Behaviours policy | Low | A |
| Lack of employee understanding of their role or have conflicting roles | 1. Ensure that the range of requirements placed on employees are compatible 2. Ensure employees understand their role and responsibilities through inductions, job descriptions and open collaborative conversations 3. Ensure requirements placed on employees are clear to them using regular 1-2-1s and yearly PDRs 4. Ensure it is clear how employees can raise concerns | Low | A |
| Poor management and communication of organisational change | 1. Ensure employees understand the reasons for change by clear communication 2. Allow for employee consultation as part of the change programme 3. Ensure employees understand the likely impact of change on their job 4. As plans alter or develop, keep employees informed at the earliest opportunity 5. Provide support to employees before, after and during times of change | Low | A |

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| **Action plan** (14) | | | | |
| **Ref No** | **Further action required** | **Action by whom** | **Action by when** | **Done** |
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