

Elliott Nash Limited Guidance on Completion of the Stress Risk Assessment (SHE 31)

1. Job type

2: Hazards and stressors

3: Risk evaluation

4: Control measures

5: Priority & timescale

1. Job type

What sort of jobs place individuals under stress?

Examples:

- Front-line reception
- Client-facing jobs
- Project Managers
- External Consultants
- Lone workers
- Drivers
- Emergency help
- First aider

2: Hazards and stressors

What sort of stressors or hazards may be faced, what are the issues?

Examples:

- angry or stressed clients/contractors
- injured person
- difficult colleagues
- poor working conditions (e.g. cramped, lack of equipment)
- client expectations (e.g. that they'll solve the problem)
- personal risk (e.g. money, lone working)
- unreasonable deadlines
- lack of training

Section	Revision No	Issue Date	Review Date	Approved
SHE 31	1	July 11	July 12	Yes/BMP

3: Risk evaluation

Does the type of job in combination with the working environment and organisation result in a high, medium or low risk? What does history/experience tell us?
What are the worst problems?

A brief example scenarios described below:

- A receptionist deals with lots of callers by phone and in person. The reception is part of a busy and cramped departmental office and callers predominantly need speedy help. Receptionists don't stay in post for longer than 2 or 3 months, and sickness absence is high.
- The risk would be rated as high.
- The job involves agitated callers, probable distractions and conflicts with other work functions e.g parcel receipt and staff turnover suggests a problem.
- Personal risk factors may also need to be taken into account: these should be considered as part of recruitment, selection, appraisal and training.

4: Control measures

What will help?

Examples:

- Training for job – Stress Awareness
- Job organisation
- Rest and meal break arrangements
- Job rotation
- Good working environment
- Security measures such as alarms etc
- Local policy defined and upheld
- Counselling (last resort)

5: Priority & timescale

How urgently must issues be addressed?

Some suggested goals:

- High risk: Priority 1 (fix first)
- Initiate simple actions immediately, and devise a plan to review longer term other actions within 3 months.
- Medium risk: Priority 2 (fix after all priority 1 have been attended to)
Systematically review and initiate actions within 12 months.
- Low risk: Priority 3 (fix last)
Document the risk assessment and revisit after 12 months.

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