Stress at Work

RAISE-AP

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
Demands				
Struggling to cope with workloads. Long hours. Improper rest and holidays being taken. Working with demanding client group. Inadequate staffing	Staff	Prioritise tasks. Look at job design and working practices. Check leave is being properly taken. If staff working long hours Cut out unnecessary work and communications. Review workloads and staffing, and enable individuals to plan their work. Review workloads and arrive at mutually agreed and achievable deadlines.		
Inappropriately qualified for the job. Skills not recognised - promotion	Staff	Make sure individuals are matched to jobs -people can be over and under qualified. Analyse skills alongside the tasks. Review training needs of staff, for example, when introducing new technology or systems. Monitor workplace procedure in practice.		

prospects not fulfilled.				
Inadequate resources for task.	Staff	Analyse requirements for any project/task: • equipment; • staffing; • priorities; and • deadlines;		
The physical working environment: poor temperature control; noise; lack of facilities for rest/breaks; poor lighting; poor ventilation; badly placed or designed workstations; and/or inadequate technology provision or persistent failure of	Staff	Make sure workplace hazards are properly controlled. Undertake risk assessments of workspace and significant tasks. Encourage regular lunch breaks. Ensure staff complete DSE assessment form at least annually. Raise technology related concerns with Hoople IT.		

technology equipment.				
The psychological working environment; threat of aggression or violence; and/or verbal abuse.	Staff	Ensure all incidents are reported and suitable controls are implemented. Read procedure on management of violence and aggression. Review training needs of individual (i.e. has individual completed training in The Conflict Management). Consider any individual risk factors that apply to this particular person.		

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
		Control		
Rigid work patterns and breaks. Fixed deadlines occurring in different parts of the year. Lack of control over work.	Staff	Try to provide some scope for varying working conditions and flexible work schedules (for example, flexible working hours, working from home). Consult with staff to allow them to influence the way their jobs are done, what the real deadlines are and what the priorities are.		
Conflicting work demands	Staff	Set realistic deadlines for tasks. Take into account that individuals are different, and try to allocate work so that everyone is working in the way that helps them work best, takes account of their home obligations and makes best use of their skills. Encourage the development of new skills and ideas from staff at team meetings.		

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
Support from Management				
Staff do not feel supported. Lack of encouragement from senior management, manager or colleagues. A culture of blame when things go wrong, denial of potential problems.	Staff	Give encouragement and support to staff even when things go wrong. Work closely with the HR team on strategies to address any performance concerns. Ensure people have the support they require and access to any specialist advice. Give regular constructive feedback. Be honest, set a good example, and listen to and respect others.		

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
A lack of support or resource. Isolation. Staff feeling like they are first to take the blame or marginalised.	Staff	Ensure staff within a team understand their roles and functions. Include whole teams in communication. Ensure sufficient training to avoid too many tasks falling to one trained staff member. Ensure adequate training across the role to cover absence. Suitable procedures to resolve conflict within teams.		

Support from Peers is the section heading spanning the table.

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
Difficult relationships with others (colleagues, manager, service users). Combative or confrontational communication styles.	Staff	Ensure that relevant policies and procedures (i.e. Bullying and Harassment, Equality and Diversity) are communicated to team members. Create a culture of openness within a team where issues can be freely discussed. Encourage staff to recognise and respect all team members contributions. Consider whether training in interpersonal skills is required. Lead by example and make it clear what behaviours are not acceptable		

<div align="center">Relationships</div>

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
Role				
Difficult relationships with others (colleagues, manager, service users). Combative or confrontational communication styles.	Staff	Ensure that relevant policies and procedures (i.e. Bullying and Harassment, Equality and Diversity) are communicated to team members. Create a culture of openness within a team where issues can be freely discussed. Encourage staff to recognise and respect all team member's contributions. Consider whether training in interpersonal skills is required. Lead by example and make it clear what behaviours are not acceptable		

Hazards	Who is at risk?	Current Control Measures	Additional Requirements	Timescale
		Change		
Fears about job security/status. Poor communication - uncertainty about what is happening. Not enough time allowed to implement change. Inexperience/fear of new technology. Lack of skills for new tasks. Not enough resource allocated for change process.	Staff	Provide effective support for staff throughout the process. Ensure messages to be communicated to staff are done so in a timely manner and sensitively. Consult with staff likely to be affected face to face where possible. Maintain regular team meetings and joint reviews. Ensure effective two-way communication throughout process. Review team objectives and priorities of individuals after change has taken place. Consider training needs - do people have the tools and skills to effect change? Consider changes in teams or work environment.		

Other personal fears, relocation. Dysfunctional teams following change.			

Initial Assessment Review Date	Risk Assessment assessed, reviewed by the following competent person:	Tasks and control measures reviewed by the Educational Directors:	
Name (PRINT)		Name (PRINT):	
Signature:		Signature:	Date:
Next Review Date:	Your workplace will change over time. You are likely to bring in new equipment, substances and procedures. There may be advances in technology. You may have an accident or a case of ill health. You should review your risk assessment: if it is no longer valid if there has been a significant change		