



Section 1 - TASK/S	Reception / Interviews / Public Areas	Ref No:	HSC Example
Service	Various		
Employee/s Job Title	Various (Employees involved with Reception/Interview duties)		

Section 2 – HAZARDS IDENTIFIED: (if the hazard is present in the task / activity tick the relevant topic)

1	Aggression	<input checked="" type="checkbox"/>	16	Lone Working	<input checked="" type="checkbox"/>	31	Temperature	
2	Animal Attack	<input checked="" type="checkbox"/>	17	Machinery		32	Vehicles / Traffic	
3	Asbestos		18	Manual handling / Lifting		33	Vibration	
4	Fabric of Building		19	Shift Work		34	Violence / Assault	<input checked="" type="checkbox"/>
5	Contact with body fluids		20	Noise		35	Ventilation	
6	Contamination / Disease		21	Falling Objects		36	Water Systems	
7	Display Screen Equipment		22	Plant Rooms		37	Weather	
8	Dust / Fumes		23	Pressure Systems		38	Welding Flash	
9	Electricity		24	Radiation		39	Work equip/Tools	
10	Fire & Explosion		25	Repetitive Strain Injury		40	Working at Height	
11	Flammable material		26	Scaffolding / Ladders		41	Workplace Lighting	<input checked="" type="checkbox"/>
12	Furniture		27	Sharps/Needlesticks		42	Working Practices	
13	Gas		28	Slip / Trip / Fall		43	Other	
14	Hazardous substance		29	Stress	<input checked="" type="checkbox"/>			
15	Infestation		30	Substance Misuse	<input checked="" type="checkbox"/>			

Section 3 – PERSONS AT RISK (Enter relevant numbers affected)

Employee	<input checked="" type="checkbox"/>	Non-Employee		Person / Child		Expectant / New Mother		Shift Worker	
Home Worker		Disabled/ Special Needs		Contractor		Lone Worker	<input checked="" type="checkbox"/>		

Section 4 – CONTROLS

Indicate below the reference no. of the hazard identified in Section 2, the present control method(s) and if it is considered these are adequate.

Hazard No.	Method of Controls (Include Council & Service procedures, relevant records held including training courses employees have/are required to attend)	Adequate? Yes or No
1	Employees are trained in customer care skills including de-escalating techniques for managing aggression/violence to staff.	
2	Animals are not allowed into the office unless it is a service user/visitor with an assistance guide dog or guide dog under training.	
29	Employee's are aware and have read office emergency procedures for conducting interviews with service users.	
30, 34	Intoxicated customers are not interviewed	
	If a visit has been arranged in advance, the employee completes background check prior to interview to identify any potential problems e.g. violent person, health/drug/drink problems, liaise with Social Work, colleagues and Police if required.	
	Employees are trained in dealing with aggression.	
	Employees are trained in customer care/interviewing skills.	
	Processes are in place to make Manager aware that an interview is to taking place with a service user who has been identified as a potential problem.	

	<p>Interview rooms are set up to take account of the following:</p> <ul style="list-style-type: none"> • The room has a vision panel/ window to allow occasional unobtrusive observation and two doors for means of escape; • Interview room layout offers protection to staff and prevents access to employee area by service user; • Chairs are comfortable, of the same height, similar design and arranged to allow the employee to be nearest to the exit. There should be appropriate space between the employees chair and chair for service user(s) and both parties should have unobstructed access to the door, to ensure that there is no feeling of entrapment for either party; • All loose objects which might be used as weapons have been removed from the room; • Furniture is heavy enough to ensure it cannot be picked up and used as a weapon; • Other employees are made aware that the interview room is in use and arrangements made for them to monitor the situation if necessary; • Panic alarm is available and is regularly tested and employees trained in its use. Emergency Procedures are in place in case of actuation of fire alarms. 	
16	<p><u>Lone Working</u> Procedures in place include :</p> <ul style="list-style-type: none"> • Avoiding holding interviews in buildings where no other employees are present, if this is not possible consider taking a 'buddy' along with you to meet and greet visitors in the waiting area. • A contact person is close at hand to summon assistance in an emergency e.g. caretaker/janitor etc • Note of locations, start and finishing times identified and planned route to and from interview area. • Regular contact with a responsible person and action to be taken in event of overdue contact; • Emergency number to contact for support should assistance be required e.g. colleague, emergency help line etc; • Mobile phone carried at all times and that these are fully charged and operational. 	
41	<p><u>Workplace lighting</u> All areas of the workplace are well lit without the need for additional equipment e.g. torches etc. These lighting appliances are regularly checked and any defects reported to Facilities Section. This includes car parks and routes to and from the car park.</p>	

Section 5 – COMMENTS	
Identify hazards which have no means of control, or are not adequately controlled. List any recommendations which you feel may resolve the hazards	
Hazard No.	Recommendations
1,30 & 34	As employees can be interviewing service users who may be aggressive, vulnerable and /or under the influence of drugs or alcohol they are aware of and have been instructed to apply the criteria of Dynamic Risk Assessment before and during the interview.

Section 6 – OVERALL RISK RATING OF THE TASK/S TO BE UNDERTAKEN (Probable Frequency X Severity)

Frequency, scale : Low 1 - High 5	1 Improbable, 2 Possible but unlikely, 3 Happens infrequently 4 Happens quite frequently, 5 Happens, very frequently
Severity, scale : Low 1 - High 5	1 Trivial injury, 2 Minor injury, 3 Hospital stay/Industrial illness 4 Major injury, 5 Fatality

Reasons:

The potential risk is serious but when control measures are applied appropriately the risk should be contained.

Risk Rating either 3 x 2 =6 or 2 x 4 = 8

Section 7 – IDENTIFY OTHER RISK ASSESSMENTS REQUIRED / RELEVANT (Circle)

COSHH / Manual Handling / Personal Protective Equipment / Noise / Vibration / Asbestos / Lead/ Display Screen Equipment / Fire/Other (*please state)

Assessors Name: Signature:..... Date:.....

Section 8 – ACTION PLAN (where appropriate)

Hazard No.	Action Required	Person nominated	Date Assigned	Date Completed

Managers Name: Signature:..... Date:.....

Date of Next Assessment Review: (NB at least annually)

Note: A copy of this Risk assessment must be kept at the place of work to which it refers and the risk factors and control measures brought to the attention of all employees carrying out and/or supervising or managing the work