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RISK ASSESSMENT: Office Based Duties (Generic)
Scale 1/3 Clerical Assistant CTO
Scale 5/6 Team Supervisor
Scale 3/4 Support Officer

LOCATION: Forest Grove, Treforest

REFERENCE: **Specialist Operations - Central Ticket Office**

COMPLETED BY: H Acreman

DATE COMPLETED: 06/02/2020 **REVIEW DATE:** February 2021

OTHER RELEVANT RISK ASSESSMENTS: **DSE and Generic Office**

Office duties

Work Activity		Hazard	Risk (H-M-L)	Control Measures Required	In Place	Further Action Required	
Ref No	Description					By when	Person responsible
1.	Dealing with members of the public	Isolated location, lone working Personal Safety	M	<ul style="list-style-type: none">Provision of adequate and secure work environmentAll staff to receive training for emergencies or unusual situationsIntroduce “safe and sound” procedureInvestigate whether swipe machine could be put onto right hand side of the entrance so that staff will not need to get out their vehicles to access the complex.Installation of automatic external lighting when gates open. Ensure external and internal building is kept well lit at night.	✓ ✓ ✓	Swipe moved to right side. Completed.	Manager

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Work Activity		Hazard	Risk (H-M-L)	Control Measures Required	In Place	Further Action Required	
Ref No	Description					By when	Person responsible
2.	Dealing with colleagues/ telephone/ computer equipment	(Physical and mental fatigue, illness and stress caused by) <ul style="list-style-type: none"> overcrowding overload 	M	<p>Ensure that total volume of room when empty (using 3 metres as a mean height) divided by the number of people working in it, is at least 11 cubic metres.</p> <p>Limit access to area</p> <ul style="list-style-type: none"> Provide support at peak periods Ensure adequate rest and meal breaks and suitable cover by a competent person(s) during these periods Develop safe system of work to manage resources Monitor at regular intervals the workload by spot checks and rota system Monitor sickness absences through examination of quarterly reports (as a minimum) 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Manager
3.	Access/Egress	Slips, trips falls		<p>Keep entrances and corridors clear of obstructions</p> <p>Inspect areas regularly</p> <p>Ensure the complex is gritted sufficiently</p>	✓ ✓		Manager

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				during winter months to prevent slips trips and falls			
Work Activity		Hazard	Risk (H-M-L)	Control Measures Required	In Place	Further Action Required	
Ref No	Description					By when	Person responsible
4.	Use of VDU Equipment	<p>Working position: (Causing back ache, neck discomfort and longer term musculoskeletal disorders etc.)</p> <p>Equipment/environment causing eye watering, headaches, tiredness and visual fatigue.</p>	M	<ul style="list-style-type: none"> Carry out an assessment with each user under the Health and Safety (Display Screen Equipment) Regs 1992 in order to identify and remedy any: <ul style="list-style-type: none"> incorrect seating arrangement insufficient work area, worktop or equipment incorrectly positioned display screen or key board screen glare or flicker. Provide staff with regular breaks and changes in activity Monitor through health surveillance by managers Encourage staff to raise concerns <p>Repeat assessment whenever staff, equipment or layout change</p> <p>Ensure "Users" are aware of the entitlement to request an eye and eyesight test and provide those who request one with an appropriate eye and eyesight test and any special corrective spectacles or appliances which may be</p>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Manager

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				prescribed for VDU use by the optician			
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Work Activity		Hazard	Risk (H-M-L)	Control Measures Required	In Place	Further Action Required	
Ref No	Description					By when	Person responsible
4.	Use of VDU Equipment	Ill health and stress due to working environment, pressures and hours of work		Supervisors to: <ul style="list-style-type: none"> monitor and analyse sickness reports, and where necessary liaise with Health Care and Safety Team 	✓ ✓ ✓		Manager
5.	Use of Audio Equipment	Noise: Possibility of hearing damage if operator needs to increase volume to counter surrounding noise levels Earpieces causing infections		Consider: <ul style="list-style-type: none"> erection of acoustic barrier or other measures to reduce background noise audiometric testing of staff on appointment and at regular intervals thereafter <ul style="list-style-type: none"> Personal issue earpieces Provide information to staff on hygiene and use of earpieces 	✓ ✓ ✓ ✓ ✓		Manager
6.	Office Duties	Fire/smoke		<ul style="list-style-type: none"> Current fire risk assessment available at premises All staff to received written information in relation to emergency procedures All staff to receive fire evacuation training Designated fire wardens to receive practical fire safety training Ensure provision of suitable and sufficient 	✓ ✓ ✓ ✓ ✓		Central services

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		Fire caused through overheating or short circuiting of electrical equipment		notices <ul style="list-style-type: none"> • Annual testing of extinguishing equipment • Weekly testing of alarms • Monthly check of emergency lighting • Procedure for evacuation displayed and a fire drill every six months • Prior to purchase assess integrity of all work equipment • Ensure that electrical equipment is properly maintained and regularly inspected and tested for safety. • Portable Appliance Testing • Fixed Wire testing every 5 years 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		undertake Estates
	Office Duties (cont.)	Inadequate lighting		Ensure that lighting is sufficient to allow safe movement and working without eyestrain. (Recommendations on lighting levels for different tasks are published by HSE – see HSG 38 “Lighting at Work”)	✓		Manager
	Office Duties (cont.)	Poor ventilation		Ensure that the fresh air supply rate does not normally fall below 5-8 litres per second per occupant	✓		

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Work Activity		Hazard	Risk (H-M-L)	Control Measures Required	In Place	Further Action Required	
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	Office duties (cont.)	Excessive heat or cold		<p>Install thermometers and take steps to ensure that the working temperature is reasonably comfortable and does not fall below 16 degrees celsius.</p> <p>Where the temperature in a room is uncomfortably high, steps should be taken to achieve a reasonably comfortable temperature, for example by:</p> <ul style="list-style-type: none"> • Insulating hot pipes • Providing air-cooling plant • Shading windows • Siting workstations away from heat sources • Local cooling • Adequate supply of drinking water • a system of work (for example, task rotation) to ensure that the length of time for which individual workers is exposed to uncomfortable temperature is limited. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		Manager
	Office duties (cont.)	Poor standards of hygiene		Inspect regularly to ensure that maintenance of premises and equipment is ongoing and a satisfactory standard of hygiene is maintained.	✓		Central Services
	Office duties (cont.)	Slips, trips and falls caused by <ul style="list-style-type: none"> • poor cable management due to insufficient power 		Inspect regularly to ensure sufficient power sources are provided and floors are free from holes or uneven surfaces.	✓		

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		sources • unsafe floors		Staff to be informed of system for reporting such faults	✓		
7.	Dealing with Stationery	Manual Handling		<ul style="list-style-type: none"> Undertake Manual Handling Assessment. Change the system if significant risk of manual handling injury e.g. store stationery on ground level Provide mechanical assistance such as trolley Provide Manual Handling training, if appropriate 	✓ ✓ ✓ ✓		
8.	Leaving office at unsociable hours	Personal attack		<ul style="list-style-type: none"> Where parking is provided, ensure it is adequately lit and secure If parking is not provided, consider making local 'reasonable' arrangements. 	✓ ✓ ✓		Central Services/Estates

Signature of assessor: H Acreman

Name and rank: Operations Manager, Central Ticket Office

Date: 06/02/2020

Signature of Assistant Chief Constable

Date:

Signature of head of division/department: Gloria Wort 51191 PO 4/5

Name and Rank:

Date: 07/02/2020

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