

## Risk Assessment(s) for all activities and operations relating to Cardiff University Students’ Union, Student Advice Service.

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# General Student Advice Risk Assessment

## A. Advice Reception Desk Duty

### 1. General Information

<b>Location/Building</b>	Students' Union	<b>Room No/Name</b>	Student Advice	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

Basic desk and office administrative role.
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### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>A1</b>	Slips, trips, and falls	All volunteers, staff and visitors to dpt.	2	2	4	All volunteers and staff are responsible for ensuring that areas are free of clutter, soft floors are in good state of repair, and that hard floors are clean and dry. Ensure that areas are well lit, walkways are not obstructed, and furniture is left tidy when not in use. Take extra care around stairs, balconies or when using step ladders.	2	2	4
<b>A2</b>	Minor cuts and burns.	All volunteers, staff and visitors to dpt.	2	2	4	Apply common sense when carrying hot drinks, or using kitchen knives, scissors or sharp bladed office stationary.	2	2	4

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<b>A3</b>	Minor illness while on shift requiring volunteer to go home.	All volunteers, staff and visitors to dpt.	2	2	4	Ensure staff are aware of absence policy and granted sick leave where appropriate. Encourage staff not to attend the department with infectious illness and to utilise sickness absence if necessary. Specific guidance is provided for COVID19.	2	1	2
<b>A4</b>	Acute major illness whilst on shift. (Anaphylaxis/asthma attack/hypoglycaemia/heart attack)	All volunteers, staff and visitors to dpt.	1	4	4	Ensure that a qualified first aiders list is stored in a well-documented location, and a first aider is available at all times. Known medical conditions for volunteers/staff held on record where appropriate, and senior staff made aware of major issues. First aiders know where their nearest first aid kit is.	1	4	4
<b>A5</b>	Fire alarm goes off (drill / no fire)	All volunteers, staff and visitors to dpt.	2	1	1	All staff/volunteers aware of evacuation protocol and where to go in event of fire, point out fire exit routes and say where fire assembly point is. Make it clear that all staff/volunteers should follow this procedure, should not go home or re-enter building unless told to do so.	2	1	2
<b>A6</b>	Fire alarm goes off (fire in building but minor and not close to department.	All volunteers, staff and visitors to dpt.	1	1	1	All staff/volunteers aware of evacuation protocol and where to go in event of fire, point out fire exit routes and say where fire assembly point is. Make it clear that all volunteers should follow this procedure, should not go home or re-enter building unless told to do so.	1	1	1
<b>A7</b>	Fire in or in close proximity to Advice	All volunteers, staff and visitors to dpt.	1	3	3	Volunteers and staff must not attempt to fight fire unless safe and trained to do so. All volunteers/staff aware of evacuation protocol and where to go in event of fire, point out fire exit routes and say where fire assembly point is. Make it clear that all volunteers/staff should follow this procedure, should not go home or re-enter building unless told to do so.	1	3	3
<b>A8</b>	Electrical Shock	All volunteers, staff and visitors to dpt.	2	4	8	All electrical appliances to undergo PAT testing, any equipment with exposed wires or damage to not be used and reported immediately. Use of personal mains electronic equipment to be discouraged.	1	4	4
<b>A9</b>	Psychological harm from visitor.	All volunteers, staff and visitors to dpt.	2	3	6	Rigid and well publicised emergency procedures for handling aggressive or abusive clients. Staff to step in immediately and remove volunteer from situation, and follow with appropriate debrief and/or counselling appointment if appropriate. Additional “EP” training made available for the Exec. Green button on all consultation room PCs. Staff to discuss procedures for handling difficult clients in office.	1	3	3

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<b>A10</b>	Physical harm / assault from visitor.	All volunteers, staff and visitors to dpt.	2	3	6	Rigid and well publicised emergency procedures for handling aggressive or abusive clients. Staff to step in immediately and remove volunteer from situation, and follow with appropriate debrief and/or counselling appointment if appropriate. Additional “EP” training made available for the Exec. Green button on all consultation room PCs. Staff to discuss procedures for handling difficult clients in office.  When entering a consultation room with a client, blinds need to be at least partially up/ viewable through, a panic button must be operational, and the room layout should allow the advisor to access their computer whilst advising the client.	1	3	3
<b>A11</b>	Sexual Assault from visitor to dpt.	All volunteers, staff and visitors to dpt.	2	4	8	Nobody to enter a room alone with a client without a panic button in the room. No alone working from volunteers.	1	4	4
<b>A12</b>	Manual Handling injury.	All volunteers and staff	2	3	4	Staff and volunteers aware of manual handling practise. Staff to not try and lift heavy objects unassisted. Particular care when lifting above head or from below waist.	1	2	2
<b>A13</b>	Stress related illness	All volunteers and staff	2	3	6	Staff and volunteers not overworked. Manager to be aware of personal circumstances and support staff and volunteers with flexible working arrangements where possible. This to be discussed in 1-2-1.	1	2	2
<b>A14</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI.	All volunteers and staff	2	2	4	All personnel undertake HSE DSE assessment for office working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected. Staff should retain access to optician appointments.	2	1	2
<b>A15</b>	Road traffic accident (passenger/driver inside vehicle)	All volunteers and staff	2	4	8	Staff / students required to complete Union vehicle driving test. Road law followed. Refer to CUSU’ transport risk assessment.	1	4	4
<b>A16</b>	NSSI or Suicide of client, or other harmful event such as domestic violence away from department.	Clients	2	4	8	Clients accessing service should be triaged by urgency and where any risk factors are identified should be handed to a member of career staff. Career staff should assess risks within limits of professional capability and refer risk cases to relevant external support such as SIT / DRT. Staff should discuss risk cases with other members of the team	1	4	4

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					8	and HoD. Career staff should maintain a close working relationship with SIT.			4
<b>A17</b>	Vulnerable adults or children affected by action or inaction of clients or themselves. ( <i>Safeguarding concerns</i> ).	General public affected by clients accessing the service	2	4	8	Safeguarding discussed for all career staff, including possible cases. All concerns to be reported through the HoD to the DSP (designated Safeguarding person).	1	4	4
<b>Scoring Criteria for Likelihood of harm</b> 1 – Insignificant, 2 – Unlikely, 3 – Likely, 4 – Very Likely, 5 – Almost Certain					<b>Scoring Criteria for Severity of Effects (examples given as injury)</b> 1 – Trivial (e.g. self-help recovery), 2 – Minor (e.g. minor first aid), 3 – Moderate (e.g. First Aid or Medical Treatment at A&E), 4 – Major (e.g. Hospital admission), 5 – Severe (e.g. Fatality or life changing)				

## Actions arising from this assessment section:

1. Ensure Emergency Procedure briefing is delivered to everyone on shift
2. Ensure that Emergency document wallet is available in each office
3. Have first aider/mental first aiders on standby either in advice or immediate vicinity, and lists of trained personnel on the front desk / in emergency document wallet.
4. Ensure fire safety briefing is delivered to all staff.
5. Brief team leaders to assist in emergency situations
6. Ensure staff support the pastoral care of student volunteers as appropriate.

## B. Operational Activities

### 1. General Information

<b>Location/Building</b>	Students' Union, Halls of Residence, Heath Park	<b>Room No/Name</b>	N/A	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

Activities relating to volunteers on shift during their time volunteering for the Students' Union Team
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### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>B1</b>	Slips, trips, and falls	All volunteers and staff.	4	2	8	General safety announcement regarding footwear. Ensure walkways are clear. Prepare for adverse weather conditions.	2	2	4
<b>B2</b>	Illness on shift	All volunteers and staff.	3	2	6	Recommend that volunteers/staff call in sick if unwell. Have a system in place to get shifts covered.	3	1	3
<b>B3</b>	Acute major illness whilst on shift. (Anaphylaxis/asthma attack/hypoglycaemia/heart attack)	All volunteers and staff.	1	4	4	Ensure that a qualified first aiders list is stored in a well-documented location, and a first aider is available at all times. Known medical conditions for volunteers/staff held on record where appropriate, and senior staff made aware of major issues. First aiders know where their nearest first aid kit is.	1	4	4

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<b>B4</b>	Fire alarm goes off (drill / no fire) in unfamiliar environment.	All volunteers and staff.	2	1	1	When on location volunteers should familiarise themselves with fire exits and assembly point. Make it clear that all volunteers should follow this procedure, should not go home or re-enter building unless told to do so.	2	1	2
<b>B5</b>	Fire alarm goes off (fire in building but minor and not close to department.	All volunteers and staff.	1	1	1	When on location volunteers/staff should familiarise themselves with fire exits and assembly point. Make it clear that all volunteers/staff should follow this procedure, should not go home or re-enter building unless told to do so.	1	1	1
<b>B6</b>	Fire in or in close proximity to unfamiliar building.	All volunteers and staff.	1	3	3	When on location volunteers should familiarise themselves with fire exits and assembly point. Volunteers and staff must not attempt to fight fire unless safe and trained to do so. Make it clear that all volunteers should follow this procedure, should not go home or re-enter building unless told to do so.	1	3	3
<b>B7</b>	Electrical Shock	All volunteers and staff.	2	4	8	Volunteers/staff not to use unfamiliar equipment or damaged appliances. Use of personal mains electronic equipment should be discouraged.	1	4	4
<b>B8</b>	Abuse (either physical or verbal) from volunteers to students	All volunteers and staff.	2	4	8	Volunteers should never be left alone with members of the public, and must work in groups of minimum of 2. Volunteers will be given training about professionalism and reading cues from new students/members of public during training. Volunteers will be reminded to put their personal safety first and report any concerns.	1	3	3
<b>B9</b>	Abuse (either physical or verbal) from students to volunteers or staff.	All volunteers and staff.	2	4	8	Volunteers should generally remain in small groups or pairs where appropriate. Volunteers will be given training about professionalism and reading cues from new students/members of public during training. Volunteers will be reminded to put their personal safety first and report any concerns.	1	3	3
<b>B10</b>	Abuse (either physical or verbal) from one volunteer to another	All volunteers and staff.	2	3	6	Volunteers should feel able to discuss any ongoing concerns with Advice Staff, and volunteer team leaders should remain vigilant. Personal safety must be prioritised	1	3	3



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						over work demands and where possible groups of 3 instead of 2 would be preferable.			
<b>B11</b>	Weather-related risk (heat): dehydration / sunstroke / sunburn / heat exhaustion	All volunteers and staff.	2	3	6	Volunteers will be reminded to minimise exposure to sun and take personal precautions e.g. sunscreen, hats, and hydration. Budget provisions have been made for water for volunteers. Volunteers will be instructed to exercise awareness of personal health and safety and ensure they take sensible precautions when on shift to avoid excess exposure to heat.	1	3	3
<b>B12</b>	Weather-related risk: heavy rainfall / storms /heavy winds	All volunteers and staff.	2	2	4	Will recommend that volunteers wear waterproof clothing / raincoats in event of heavy rainfall as well as appropriate footwear. Volunteer redistribution may be necessary if poor conditions persist. During training reiterate importance of personal safety.	2	1	2
<b>Scoring Criteria for Likelihood of harm</b> 1 – Insignificant, 2 – Unlikely, 3 – Likely, 4 – Very Likely, 5 – Almost Certain					<b>Scoring Criteria for Severity of Effects (examples given as injury)</b> 1 – Trivial (e.g. self-help recovery), 2 – Minor (e.g. minor first aid), 3 - Moderate (e.g. First Aid or Medical Treatment at A&E), 4 – Major (e.g. Hospital admission), 5 – Severe (e.g. Fatality or life changing)				

## Actions arising from this assessment section:

1. Include messages regarding personal health and safety throughout training for all volunteers / staff.
2. Inform team leaders so that they are aware of their responsibility to ensure the welfare of all volunteers on shift under their supervision
3. Volunteers to not work alone.
4. Regular pastoral check-in with volunteers.
5. Purchase water supplies for distribution during hot weather
6. Check weather forecasts each day and post on volunteer pages/emails any recommendations for the following days
7. Ensure team leaders are setting examples of how to act one shift with students and other volunteers, for volunteers to mirror

## C. Remote (Home) Working

### 1. General Information

<b>Location/Building</b>	Career Staff / Advice Assistant Home Addresses	<b>Room No/Name</b>	N/A	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

Activities relating to staff/volunteers on shift whilst home working for CUSU.
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### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>C1</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI (repetitive strain injury).	All volunteers and staff.	4	2	8	All personnel undertake HSE DSE assessment for home working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected. Staff should retain access to optician appointments.	2	2	4
<b>C2</b>	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	All volunteers and staff.	3	2	6	Recommend that staff/volunteers call in sick if unwell.  Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.  Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and	3	1	3

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						<p>adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manage to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p>			
<b>C3</b>	Acute mental health / wellbeing issues. Such as triggering cases. This also includes verbally abusive clients over the phone.	All volunteers and staff.	2	3	6	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manage to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p>	2	2	4

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						<p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p> <p>After abusive calls, staff are to report this immediately to the HoD. The HoD will then assess the case and may take action to prevent the caller from contacting the service again. Debrief with staff involved.</p>			
<b>C4</b>	Acute major illness whilst on shift. (Anaphylaxis/asthma attack/hypoglycaemia/heart attack)	All volunteers and staff.	1	4	4	Regular contact with staff/volunteers, and especially those who are sole occupants of residential property. Addresses should be known by line managers.	1	4	4
<b>C5</b>	Slips, trips, falls, fire and other household hazards.	All volunteers and staff whilst home working	2	4	8	<p>Staff/volunteers responsible for the safety of their home and home working environment.</p> <p>Where concerns arise, these may be shared with the HoD or line manager, and where appropriate support may be offered to correct these.</p>	1	3	3
<b>C6</b>	Urgent cases are not handled in timely manner, resulting in harm to client	Clients accessing the service.	2	2	4	<p>Staff on reception desk have receiving in-house training and induction or are supervised.</p> <p>Where risk factors are identified in a client, these are transferred to an advisor and the advisor is contacted immediately to report concerns.</p> <p>If no advisor responds, then the HoD is contacted and concerns are presented to the HoD.</p>	1	2	2
<b>C7</b>	GDPR breaches	Clients accessing service / staff / CUSU	3	3	9	<p>Staff to receive mandatory confidentiality and GDPR training.</p> <p>When working from home, as much as possible avoid producing confidential print outs or paper notes. Where these are produced these must be stored securely and</p>	1	2	2

					<p>brought back into the Union for confidential disposal. Confidential waste should not be disposed of with household waste / recycling.</p> <p>If having shared workspaces, then headphones should be worn.</p> <p>Staff should not be overworked or working under high degrees of pressure.</p> <p>Where possible workspaces should be set up so that housemates or family members cannot see screens.</p>			
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### Actions arising from this assessment section:

1. DSE Assessment undertaken by all staff/volunteers when home working at the earliest opportunity.
2. Line managers to check in with staff daily.
3. Where staff report acute mental health/wellbeing issue, line managers should be available to debrief.
4. Staff instructed to not work beyond contacted hours, and where possible avoid working outside of general business hours.

## D. Office Working During General Building Closure or Partial Closures

### 1. General Information

<b>Location/Building</b>	Advice Office / 2 <sup>nd</sup> Floor Meeting Area	<b>Room No/Name</b>	N/A	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

Activities relating to staff/volunteers on shift whilst working for CUSU in the building, and meeting clients in the building.
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### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>D1</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI (repetitive strain injury).	All volunteers and staff.	4	2	8	All personnel undertake HSE DSE assessment for office working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected. Staff should retain access to optician appointments.	2	2	4
<b>D2</b>	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	All volunteers and staff.	3	2	6	Recommend that staff/volunteers call in sick if unwell. Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing. Known issues to be monitored and assessed. Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.	3	1	3

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<b>D3</b>	Acute mental health / wellbeing issues. Such as triggering cases.	All volunteers and staff.	2	3	6	Recommend that staff/volunteers call in sick if unwell. Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing. Known issues to be monitored and assessed. Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity. Following distressing contacts with client, staff are encouraged to debrief with another colleague Support is made available to staff through employee helpline, HR or from their line manager.	2	2	4
<b>D4</b>	Assault (Physical/ sexual) from visitor to career staff when meeting client in building.	All staff	1	4	4	Staff not to meet clients alone in any restricted parts of the building, such as the 2 <sup>nd</sup> floor. Another member of career staff must meet with the client. Meeting organiser should alert a member of SU Security, and give meeting location.	1	4	4
<b>D5</b>	COVID-19 Infection acquired from client	All Staff	2	3	6	Staff must review specific COVID-19 Risk Assessment.	1	3	3

## Actions arising from this assessment section:

1. Procedure for meeting clients face to face to be discussed with career staff. Meeting organisers must take actions when meeting clients, such as contacting security.

## Risk Assessment Matrix – General Student Advice Risk Assessment

All residual risk factors are shown in their respective locations below.

Green categories (score 1-5) are of negligible overall risk, and have either been reduced as much as reasonably practicable or achievable, however if further mitigating actions for these risks are made available these should still be acted on.

Amber categories (score 6-9) are of tolerable overall risk, these should be checked as much as possible for further reduction as a threat can still be posed, however may already be as low as reasonably practicable.

Red categories (score 10-25) are of unacceptable overall risk, these must be acted on immediately for mitigation or operations relating to them must be ceased until able to do so.

<b>Likelihood</b>	5	<i>Almost Certain</i>					
	4	<i>Very Likely</i>					
	3	<i>Likely</i>					
	2	<i>Unlikely</i>	A5, A12, B12	A1, A2, B1, C3, D1, D3		A15	
	1	<i>Insignificant</i>	A6, B5, C2, D2	A3, A5, A13, A14, B4, C1, C7	A7, A9, A10, B2, B6, B8, B9, B10, B11, D5	A4, A8, A11, A16, A17, B3, B, C4, D4	
<b>Severity</b>			<i>Trivial</i>	<i>Minor</i>	<i>Moderate</i>	<i>Major</i>	<i>Severe</i>
			1	2	3	4	5



## COVID19 Specific Risk Assessment

### E. Advice Office Working During General Building Closure – COVID19

#### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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#### 2. Description of Procedure/Activity

Basic desk and office administrative role.

#### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>E1</b>	Member of staff/volunteer contracts COVID19 from another member of staff at work.	All Staff and volunteers	2	3	6	<p>Career staff who are extremely vulnerable should be encouraged and supported to continue working from home unless/until vaccinated and advised by a registered medical professional that it is safe for them to be in work.</p> <p>Line managers to remain updated with government advice on COVID19 legislation and advice from PHW.</p> <p>Career staff who are feeling unwell and/or, who have been instructed to isolate as a contact or for any other reason, and/or who have recently returned to the UK from a “risk” country and/or have any other reason to believe that they are beyond a normal level of risk should not be in work and should follow guidance on self-isolation.</p>	1	3	3

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					<p>When in work, career staff must wear appropriate PPE in all areas of the building (with the exception of their immediate workstations).</p> <p>Windows should be opened in all communal areas of the office.</p> <p>Enhanced cleaning should be undertaken by cleaning staff in communal areas, with specific attention to high contact surfaces, such as door handles, code sign-ins, tables in communal areas.</p> <p>Doors should be propped open at all times to reduce contact with high contact areas.</p> <p>Where possible all documents should be shared electronically and use of paper forms / documents discouraged.</p> <p>Staff should use alcohol hand sanitiser when entering or leaving the building and when entering or leaving the office.</p> <p>Staff should not share cutlery or crockery.</p> <p>Staff should not consume food or drink in communal areas or should not remove their masks in these areas.</p> <p>Staff should be assigned a numbered toilet behind the department and should not share a toilet with another member of staff.</p> <p>Staff should remain at least 2m apart from other members of staff whilst working in the department.</p> <p>Staff should be encouraged to have the NHS Track and Trace app on their smartphone.</p> <p>Students should be discouraged from coming to the department. Signage should be placed on doors to encourage students to access support virtually.</p> <p>Staff should not share a desk with another member of the team and should not use any other computer than the one assigned to them.</p>		
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<b>E2</b>	Member of staff contracts COVID19 from another student visitor at work.	All Staff and volunteers	2	3	6	<p>Wherever possible face to face meetings should be suspended, and conducted virtually.</p> <p>When meeting a student in the building, if this is unplanned then if the student reports feeling unwell with any symptoms relating to COVID19 then they should be instructed to return immediately and they should be called back by the member of staff via MS Teams/Zoom.</p> <p>Career staff must remain at least 2m away from the student at all times, in passageways, and meeting venues.</p> <p>Career staff should wear PPE at all times when meeting students.</p> <p>Career staff should wash their hands before and after meeting the student and should avoid touching their phone, or face when meeting with the student.</p>	1	3	3

**Actions arising from this assessment section:**

- 1) All staff to read CUSU HR guidance on COVID-19 before working from the Office
- 2) SMT Permission should be sought for staff working from the office during general building closures.

## F. Delivering Workshops During COVID19

### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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### 2. Description of Procedure/Activity

Basic desk and office administrative role.
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### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
F1	Member of staff contracts COVID19 from another member of staff at work.	All Staff and volunteers	2	3	6	<p>Career staff who are extremely vulnerable should be encouraged and supported to continue working from home unless/until vaccinated and advised by a registered medical professional that it is safe for them to be in work.</p> <p>Line managers to remain updated with government advice on COVID19 legislation and advice from PHW.</p> <p>Events should be planned with sufficient time to ensure that they can be run in a safe and compliant way. This time will depend on the size and complexity of the event.</p> <p>Career staff who are feeling unwell and/or, who have been instructed to isolate as a contact or for any other reason, and/or who have recently returned to the UK from a “risk” country and/or have any other reason to believe that they are beyond a normal level of risk should not be in work and should follow guidance on self-isolation.</p>	1	3	3

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

					<p>When in work, career staff must wear appropriate PPE in all areas of the building (with the exception of their immediate workstations).</p> <p>Windows should be opened in all communal areas of the office.</p> <p>Enhanced cleaning should be undertaken by cleaning staff in communal areas, with specific attention to high contact surfaces, such as door handles, code sign-ins, tables in communal areas.</p> <p>Staff should use alcohol hand sanitiser when entering or leaving the building and when entering or leaving the office.</p> <p>Staff should not share cutlery or crockery.</p> <p>Staff should not consume food or drink in communal areas or should not remove their masks in these areas.</p> <p>Staff should be assigned a numbered toilet behind the department and should not share a toilet with another member of staff.</p> <p>Staff should remain at least 2m apart from other members of staff whilst working in the department.</p> <p>Staff should be encouraged to have the NHS Track and Trace app on their smartphone.</p> <p>Students should be discouraged from coming to the department. Signage should be placed on doors to encourage students to access support virtually.</p> <p>Staff should not share a desk with another member of the team and should not use any other computer than the one assigned to them.</p>				
<b>F2</b>	Member of staff or student contracts COVID19 from another student visitor at work.	All Staff and volunteers	3	3	9	Wherever possible face to face meetings should be suspended, and conducted virtually.	1	3	3

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

					<p>When meeting a student in the building, if this is unplanned then if the student reports feeling unwell with any symptoms relating to COVID19 then they should be instructed to return immediately and they should be called back by the member of staff via MS Teams/Zoom.</p> <p>Participants are offered the opportunity to view the training virtually instead of attending on the evening. All participants who are considered high risk are advised not to attend.</p> <p>Participants are advised that if they have any symptoms of COVID19, have tested positive (including asymptomatic within the previous 10 days) or have been required to isolate as a contact by TTP, or have been in contact with anyone who has tested positive in the past 14 days then they should attend virtually.</p> <p>Participants are advised that they must observe strict social distancing measures at all times when on site, and inside the venue. This means that desks are also situated at least 2m apart.</p> <p>Where reasonably practicable training venues will be well ventilated.</p> <p>Participants will observe strict social distancing measures at all times when on site, and inside the venue.</p> <p>Participants and staff will wear appropriate PPE to protect themselves and others.</p> <p>Staff delivering the training will be instructed to wear Perspex visors or face masks.</p> <p>Enhanced cleaning will take place immediately prior to the event taking place. Specific attention to workstations, and high contact areas.</p> <p>Minimise contact with frequent contact surfaces. (E.g., Door handles).</p> <p>Doors to be propped open at all times throughout event, including event venues.</p>		
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					<p>Participants and staff will be required to sign-in to Track and Trace Scheme. Multiple QR Codes will be provided in venue and congregations/queues prevented or dispersed immediately by career staff</p> <p>If a participant is distressed and needs to leave the event, then this will be done in a socially distant way.</p> <p>Cleaning materials should be available at all times throughout event and before and after. This includes alcohol hand sanitiser.</p> <p>All staff and participants should wash their hands prior to, during and after the event. This is especially true before smoking, eating or drinking. Or touching phones, keyboards etc...</p> <p>Walkways and doors signposted to create specific traffic flow and physical distancing measures in place, such as a partitions.</p>			
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### Actions arising from this assessment section:

1. Staff planning events should read through this risk assessment.
2. Events should be planned with enough time to ensure compliance.
3. HoD should review current COVID19 restrictions on events when planning and before carrying out any events.

## Risk Assessment Matrix – COVID19 Risks

All residual risk factors are shown in their respective locations below.

Green categories (score 1-5) are of negligible overall risk, and have either been reduced as much as reasonably practicable or achievable, however if further mitigating actions for these risks are made available these should still be acted on.

Amber categories (score 6-9) are of tolerable overall risk, these should be checked as much as possible for further reduction as a threat can still be posed, however may already be as low as reasonably practicable.

Red categories (score 10-25) are of unacceptable overall risk, these must be acted on immediately for mitigation or operations relating to them must be ceased until able to do so.

<b>Likelihood</b>	5	<i>Almost Certain</i>					
	4	<i>Very Likely</i>					
	3	<i>Likely</i>					
	2	<i>Unlikely</i>					
	1	<i>Insignificant</i>			E1, E2, F1, F2,		
<b>Severity</b>			<i>Trivial</i>	<i>Minor</i>	<i>Moderate</i>	<i>Major</i>	<i>Severe</i>
			1	2	3	4	5



## Student Advice Specific Activities Risk Assessment

### G. Email Advice

#### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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#### 2. Description of Procedure/Activity

Specific Risk Associated with Email Advice
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#### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>G1</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI.	Career Staff / Volunteers/ Advice Assistants	2	2	4	All personnel undertake HSE DSE assessment for office working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected. Staff should retain access to optician appointments.	1	2	2
<b>G2</b>	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	Recommend that staff/volunteers call in sick if unwell. Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.	1	2	2

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

					<p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p>				
<b>G3</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is</p>	1	2	2

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

						not reasonably practicable to make suitable adjustments to the home working environment.			
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## H. Phone Advice

### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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### 2. Description of Procedure/Activity

Specific Risk Associated with Phone Advice

### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
H1	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is</p>	1	2	2

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

						not reasonably practicable to make suitable adjustments to the home working environment.			
<b>H2</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p> <p>System and training in place for “code pink” calls</p>	1	2	2
<b>H3</b>	Client gets staff personal phone number and calls outside of business hours	Career Staff / Volunteers/ Advice Assistants	2	2	4	Staff using personal phones must hide caller ID on their phone. If a client does get their number, then the career staff must report this immediately to the HoD, and instruct the caller not to use their number. The career staff must then block the caller.	1	1	1

## I. Web Chat Advice

### 1. General Information

<b>Location/Building</b>	Students' Union	<b>Room No/Name</b>	Student Advice	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

Specific Risk Associated with Web chat advice

### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>I1</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI.	Career Staff / Volunteers/ Advice Assistants	2	2	4	All personnel undertake HSE DSE assessment for office /home working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected. Staff should retain access to optician appointments.	1	2	2
<b>I2</b>	Chronic mental health/ wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	Recommend that staff/volunteers call in sick if unwell.  Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.  Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.	1	2	2

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

					<p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p>			
<b>13</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p>	1	2	2

## J. Investigations / Representations

### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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### 2. Description of Procedure/Activity

Investigations and representations

### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
J1	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is</p>	1	2	2



Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

					not reasonably practicable to make suitable adjustments to the home working environment.				
<b>J2</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, an occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p> <p>Junior staff are provided with training and support if requested to attend panel hearings.</p>	1	2	2	
<b>J3</b>	Risk clients at panel experience negative results and decisions, increasing their risk of harm to themselves	Clients accessing the service.	2	4	8	<p>Safety plans in place for risk clients and concerns discussed with the Student and the SIT.</p> <p>Risk clients discussed with the HoD. Where appropriate, concerns are shared with Student Cases to manage outcome results and correspondence.</p>	1	4	4

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

						Staff to remain in contact with HoD or other colleagues about their location and expected timings.			
						Route to and from location is planned and well populated.			
<b>J4</b>	Physical/sexual assault from client to staff member.	Staff attending panel hearings.	1	4	4	Staff are to avoid being alone with client except inside University buildings in public areas. Where possible staff are to avoid being alone with clients in unfamiliar rooms. Staff must not use their own vehicles to transport clients.	1	4	4
<b>J5</b>	Where meetings take place in person during COVID19, attention is given to COVID specific risks.	Clients and staff present at meeting.	3	3	9	COVID19 Risks are considered as discussed in COVID19 specific risk assessments on meeting clients. Where possible panels and meetings are conducted virtually.	1	3	3

## K. Distressed Students Presenting in Reception or building

### 1. General Information

Location/Building	Students' Union	Room No/Name	Student Advice	Assessment No	1
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### 2. Description of Procedure/Activity

Distressed students attending the Students' Union

### 3. Evaluation of Risk

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>K1</b>	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	Recommend that staff/volunteers call in sick if unwell.  Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.  Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.  Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.  Staff instructed not work beyond contracted hours.	1	2	2

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

						Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.			
<b>K2</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing.</p> <p>Known issues to be monitored and assessed. Any known ongoing issues are met with appropriate support and adjustments. Where an issue is known, a occupational health assessment may be undertaken at the discretion of the HoD or HR.</p> <p>Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Staff instructed not work beyond contracted hours.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague</p> <p>Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Where possible, and in line with PHW Guidance, on request staff may be permitted to work from the office if there is a genuine need and it is not reasonably practicable to make suitable adjustments to the home working environment.</p> <p>Junior staff are provided with training and support if requested to attend panel hearings.</p>	1	2	2
<b>K4</b>	Physical/sexual assault from client to staff member.	Staff attending distressed students	1	4	4	Staff not to meet clients alone in any restricted parts of the building, such as the 2 <sup>nd</sup> floor. Another member of career staff must meet with the client. Meeting organiser should alert a member of SU Security, and give meeting location.	1	4	4

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

<b>K5</b>	Where meetings take place in person during COVID19, attention is given to COVID specific risks.	Clients and staff present at meeting.	3	3	9	COVID19 Risks are considered as discussed in COVID19 specific risk assessments on meeting clients. Where possible panels and meetings are conducted virtually.	1	3	3
<b>K6</b>	Risk of client presenting after NSSI	Client and staff / volunteers	1	3	3	<p>First aiders known and First aiders know where their nearest first aid kit is.</p> <p>Be aware that there may be a risk of the client being in possession of a bladed or sharp article. This poses risk of physical injury and infectious disease.</p> <p>Staff not to immediately call for help and not try to respond without assistance from another colleague.</p> <p>Wherever appropriate call for emergency services and security at earliest opportunity.</p>	1	3	3

## L. General Work During Peak Workload

### 1. General Information

<b>Location/Building</b>	Students' Union	<b>Room No/Name</b>	Student Advice	<b>Assessment No</b>	1
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### 2. Description of Procedure/Activity

General Work during peak workload

### 3. Evaluation of Risk

Student Advice Risk Assessment – Updated January 2021 (Excluding Covid-19 Transmission)

Risk	Potential Injury, Exposure above permissible limits or Property Damage	Who Could be Harmed?	Potential Risk Factor (Likelihood x Severity = Level of Risk)			Mitigating Actions	Residual Risk Factor (Likelihood x Severity = Residual level of risk)		
			Likelihood (1 to 5)	Severity (1 to 5)	Level of Risk		Likelihood (1 to 5)	Severity (1 to 5)	Residual Risk
<b>L1</b>	Chronic mental health/wellbeing issues, including workplace stress, burnout, and compassion fatigue.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell.</p> <p>Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing. Known issues to be monitored and assessed. Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Workload to be monitored by the HoD. Staff must not work beyond their contracted hours, especially during peak times. 1-2-1 should assess staff stress levels, and work-life balance.</p> <p>A service charter can be used to manage client expectations and limit support where appropriate. This service charter can be adjusted by the HoD to meet needs of the service during peak flows.</p>	1	2	2
<b>L2</b>	Acute mental health / wellbeing issues. Such as triggering cases.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>Recommend that staff/volunteers call in sick if unwell. Staff and volunteers to receive daily contact with their line manager to monitor and evaluate their wellbeing. Known issues to be monitored and assessed. Discussions should take place amongst those affected and their line manager to address any issues at the earliest opportunity.</p> <p>Following distressing contacts with client, staff are encouraged to debrief with another colleague Support is made available to staff through employee helpline, HR or from their line manager.</p> <p>Junior staff are trained prior to attending panel hearings and supported through the process.</p>	1	2	2
<b>L3</b>	DSE (Display screen equipment) MSK (musculoskeletal) Disorders, such as lower back pain or upper limb disorders, including RSI.	Career Staff / Volunteers/ Advice Assistants	2	2	4	<p>All personnel undertake HSE DSE assessment for office working conditions and communicate any issues to line managers at the earliest opportunity. Known issues to be monitored and corrected.</p> <p>Staff should retain access to optician appointments. This is particularly true during peak times.</p>	1	2	2

## Risk Assessment Matrix – Specific Advice Activity

All residual risk factors are shown in their respective locations below.

Green categories (score 1-5) are of negligible overall risk, and have either been reduced as much as reasonably practicable or achievable, however if further mitigating actions for these risks are made available these should still be acted on.

Amber categories (score 6-9) are of tolerable overall risk, these should be checked as much as possible for further reduction as a threat can still be posed, however may already be as low as reasonably practicable.

Red categories (score 10-25) are of unacceptable overall risk, these must be acted on immediately for mitigation or operations relating to them must be ceased until able to do so.

<b>Likelihood</b>	5	<i>Almost Certain</i>					
	4	<i>Very Likely</i>					
	3	<i>Likely</i>					
	2	<i>Unlikely</i>					
	1	<i>Insignificant</i>	H3	G1, G2, G3, H1, H2, I1, I2, I3, J1, J2, K1, K2, L1, L2, L3	J5, K5	J3, K4	
<b>Severity</b>			<i>Trivial</i>	<i>Minor</i>	<i>Moderate</i>	<i>Major</i>	<i>Severe</i>
			1	2	3	4	5