

Risk assessment form

Name of assessor	Sophia Hands	Date	21.10.2024
		Review date	
Name of persons who assisted.	Daniel Brookes, Sarah Booth.	Department	All council departments
Hazard	Employee exposure to unacceptable behaviour including sexual harassment, other forms of harassment and bullying.	People who may be harmed	Staff.

Hazard	Evaluate the risk	Risk control measures already in place.	Rating (with controls in place)			Additional controls required and whom are they assigned to.	By when?	Completed – date
			L	C	R			
Lack of policies and procedures	No clearly documented policy & procedures	<p>Workplace policies and complaint procedures in place that prohibit discrimination, harassment and victimisation, allow for ease of reporting and prompt follow up.</p> <ul style="list-style-type: none"> <li><a href="#">HBBC Code of Conduct</a></li> <li>Equality Policy</li> <li><a href="#">Management of Unacceptable and Violent Customer Behaviour</a></li> <li><a href="#">Grievance Policy</a></li> <li><a href="#">Whistleblowing Policy</a></li> </ul> <p>Any type of harassment, including sexual harassment, bullying, and victimisation is reportable under Grievance Policy reviewed in 2023.</p> <p>Policies are accessible through the intranet or, if have no access, an employee can ask anyone with access to IT for a copy.</p>	1	3	3	Equality Policy under review – insert link when completed		

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Lack of training and information	Employee unaware of their right to protection, policies, procedures, etc.	<p>Induction includes information on bullying and harassment with clear message that this behaviour is unacceptable at HBBC</p> <p>Managers &amp; supervisors can consult with HR if need to respond to complaints of discrimination, harassment (including sexual) or victimisation in the workplace</p> <p>Employees are informed during HR induction of HBBC <a href="#">Code of Conduct</a> and expected behaviour.</p> <p>Further information and training is provided through:</p> <ul style="list-style-type: none"> <li>✓ Frontline employees receive training through use of videos and toolbox talks.</li> <li>✓ Office based staff receive online training. <ul style="list-style-type: none"> <li>○ The Importance of Equality, Diversity and Inclusion</li> <li>○ Banter, Bullying and Harassment in the Workplace eLearning on Skillgate</li> <li>○ An introduction to Neurodiversity</li> <li>○ Code of conduct for employees</li> <li>○ Sexual harassment awareness</li> <li>○ Posters to be displayed in all council buildings raising awareness of procedure staff should follow to report unacceptable behaviour (including sexual harassment and bullying)</li> </ul> </li> </ul> <p>All induction training is mandatory and evidenced.</p> <p>Managers must ensure department and/or task risk assessment is in place that considers all forms of bullying and harassment which has been read and understood by relevant staff. Other risk assessments that can be referred to are</p> <ul style="list-style-type: none"> <li>• <a href="#">lone working</a></li> </ul>	1	3	3			
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	Employee interaction Power imbalances Off-hand comments	Office layout is open plan, few secluded areas that would promote unacceptable behaviours such as sexual harassment.  All teams are encouraged to hold regular team days to promote team cohesiveness, mutual respect and reduce isolation. Highlighted in hybrid policy  Hot desk system allow staff to move positions or to choose desk where they feel comfortable.  Reporting procedure in place.	1	3	3	.		
.	Harassment from third party  Interaction with clients, customers, and contractors	Covered by <a href="#">Policy on the Management of Unacceptable and Violent Customer Behaviour</a>  Staff are made aware of how to report unacceptable behaviour including harassment (incl. sexual) and bullying. Regular reminders sent by Community Safety Team.  At Office – front reception designed to keep customers separated from staff, meet, and greet at front desk, security available during opening hours,  Contractors – all contractors receive a copy of <a href="#">HBBC Safe Working Requirements</a> document outlining expected behaviour expectations.  Visiting Officers – have access to PVP list, visits can be altered, completed in pairs, postponed, and/or carried out by another officer, etc. to reduce the risk  Frontline workers – report unacceptable behaviour either verbally or by using paper form (copies kept	2	3	6			

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		<p>in each fleet vehicle cab) to their supervisor who then uses the online form to report to Community Safety Team.</p> <p>Employees based at or working from another location that is not council offices or at home:</p> <ul style="list-style-type: none"> <li>• Employee must have a risk assessment that covers their place of work,</li> <li>• Have covered training as detailed above</li> <li>• Must be aware of reporting procedures.</li> </ul>						
	Reporting of employee unacceptable behaviour	<p>All reports of unacceptable behaviour is dealt with in a timely manner.</p> <p>Informal – employees can report directly to their line manager verbally. If an employee feels that they cannot discuss with line manager they may wish to seek help from trade union representative, HR or their line manager's manager. The line manager and employee about the problem to discuss the concerns and to try and reach a solution</p> <p>Formal – formal grievance procedure as per Grievance Policy. Involves thorough investigation by appropriate person. Employees may bring work colleague or trade union representative to any meeting.</p> <p>Employees can raise grievance using Grievance Procedure</p>	1	3	3			

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		Preventative measures can be put in place on a case-by-case basis to protect any employee from retaliation.						
	Reporting of customer or client unacceptable behaviour	<p>Reported directly to Community Safety Team using online reporting form. This is investigated and appropriate action taken.</p> <p>Perpetrator and address registered onto PVP list to warn other officers, so they may take appropriate action to protect themselves.</p> <p>PVP list reviewed annually.</p> <p>Results reported quarterly to SLT.</p>	1	3	3			
	Follow up – internal grievance	<p>All complaints are documented and followed up as per Grievance Policy. Formal grievance investigations are carried out by an appropriate person and a HR representative.</p> <p>Records of complaints and any follow up actions are kept against the perpetrator's personnel records in case of repeated occurrences.</p> <p>See <a href="#">Grievance Policy</a> for further details</p>	1	3	3			
	Employee wellbeing following harassment	<p>Line manager and/or HR to monitor, if appropriate.</p> <p>EAP service available to employees</p> <p><a href="#">Staff Wellbeing SharePoint</a> available to all staff</p>	1	3	3			

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## Risk Rating Calculator

Likelihood that hazardous event will occur		Consequence of hazardous event	
1	very unlikely	1	insignificant – no injury
2	unlikely	2	Insignificant or minor – minor injuries needing first aid
3	fairly likely	3	moderate – up to three days' absence
4	likely	4	major – more than seven days' absence
5	very likely	5	catastrophic – death

Consequence	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
		1	2	3	4	5
		Likelihood				

## Action Level Table

Risk Rating	Action
20-25	Stop – stop activity and take immediate action
15-16	Urgent action – take immediate action and stop activity, if necessary, maintain existing controls rigorously

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8-12	Action – improve within specified timescale
3-6	Monitor – look to improve at next review or if there is a significant change
1-2	No action – no further action but ensure controls are maintained and reviewed