

OFFICE RISK ASSESSMENT

Assessed by:	Checked / Validated* by:	Location:	Assessment ref no	Review date: 01/06/2023 or sooner if significant changes occur
Lynne Turnbull and ELS	N/A	Sension House	Office RA V21	

Premises: Disability Positive is based at Sension House, Denton Drive, Northwich, Cheshire CW9 7LU, with home working in place for some staff

General information - To mitigate the severity of any injury that does occur and to comply with legal requirements :

All members of staff have a responsibility to follow the existing health & safety policies and guidance which can be located on the staff portal

First aid is available from Vicky Randles, Matthew Lord, Lindsey Walton-Hardy, Mark Clark, Will Hoyle, Lisa Evans, Sean Arathoon, Tanya Mukherjee, Louise Kennerley, Christopher Scholes-Lawrence, and Annette Gallagher.

Fire Wardens are Lisa Evans, Diane Christopherson, Mark Clark.

Mental Health First Aiders are Diane Christopherson, Lindsey Walton-Hardy, Kate Foster, Louise Kennerley, Laura Coles, Sam Lomas, Siobhan Moffit Lunt, Claire Farer, Christopher Scholes-Lawrence, Vicky Randles, Sue Kellett, Alicia Graham, Jess Tait, Sean Arathoon, Rebecca Nancollas, Annette Gallagher, Mark Clark, Cate Barrow, Lynne Turnbull

Any accidents should be reported in the accident book held by the Reception staff

Activity	Hazard	Who might be harmed and how	Existing measures to control risk	Risk rating	Result
Carrying out work within office /home working	Infection or spread of sickness	All staff and visitors	Hand sanitizers are available at prominent locations throughout the premises and are kept topped up. Staff are encouraged to use them often. Where there is a higher risk, staff can wear a face covering if they wish and are encouraged to hold meetings virtually, where possible.	Low, unless	A, unless
	Slippery floors	All visitors at risk of slips, trips and falls.	Premises are maintained by Disability Positive, and a system for reporting obvious defects likely to cause slips and trips is in place (reporting to designated Manager). The Operations Manager will carry out daily checks including lighting, cleanliness and tidiness, toilets and restroom to ensure they are hygienic and reduce risk of slips/falls and fire.	<ul style="list-style-type: none"> defects noted, in which case, they should be actioned promptly building features not suitable for visiting group, in which case other controls / venues will be required 	N
	Trailing cables or other obstructions	Identify in advance if any subgroup may be particularly at risk e.g. younger children, disabled staff and visitors.	A maintenance contract is place to check the external paths and car park of the premises.		N
	Defective floor and coverings and finishes		If meeting/board room is to be used by staff/visitors, it will be inspected by the Receptionist before the event, to check that conditions are satisfactory.		
	Unguarded edges		Building features such atria, long distances between rooms, will be checked by the Receptionist to ensure they are appropriate for the individual/group concerned, and steps taken to control any identified risk.		

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	<p>Access to high risk areas, eg Server room</p> <p>Plants</p> <p>Manual Handling</p> <p>Asbestos</p>		<p>The receptionist will check in advance if any high-risk areas could be accessed, and will lock doors, or take other steps to prevent access, where appropriate.</p> <p>All staff will take responsibility for their own desk-based plants, receptionist will be responsible for atria plants and all will ensure that plants are appropriately watered and that water does not overflow onto the floor to cause a potential tripping/slipping hazard.</p> <p>All employees will be informed that there may be plants located around the office that may cause skin and eye irritation and will expected to advise their designated manager of any allergies.</p> <p>There is minimal need for manual handling in the office. Items such as files and printer paper sheaves etc are uniform in weight and shape and are stored so that they are readily accessible and will not be stored at height.</p> <p>All staff should use a trolley for moving large boxes (e.g. marketing equipment – leaflets etc, and boxes of paper and large stationery items within the office. No staff should be moving and handling heavy items unless they have received training. Annual moving and handling training is provided to staff where moving and handling has been identified as part of their role (e.g. personal care/use of hoist with clients, moving boxes/equipment etc as part of their role).</p> <p>There is a full asbestos report that states that there is no asbestos in the building. Reception will notify all visitors/contractors of this.</p>		
	Working at height		Although working at height should be limited within the office; should a light bulb need replacing or an item removed from a shelf, a separate risk assessment must be completed for each activity and discussed with the Operations Manager to ensure that adequate measures are in place to ensure staff safety. No staff should be working at height unless they have received training.		
	Fire	All staff and visitors– at risk of injury by fire or smoke inhalation if emergency procedures not followed.	<p>The Operations Manager and Fire Wardens will be familiar with the fire alarm and evacuation arrangements for the building(s) involved. The Fire Wardens all have designated areas and responsibilities. Fire assembly point is at the entrance to the car park.</p> <p>Information about fire alarms (if any tests are planned, what they sound like) and actions to take –</p> <ul style="list-style-type: none"> • if fire is discovered • if the alarm sounds and evacuation is required 	Low – unless staff/visitors includes mobility impaired persons.	A – or N

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			<ul style="list-style-type: none"> assembly point for staff/visitors will be given to visitors during the formal welcome by Reception, and to staff during induction by Operations Manager. Fire alarms will be tested every Friday morning at 11am. <p>Fire Exits are to be unlocked during the working day but will remain closed. They are for emergency use only.</p> <p>All staff/visitors will be supervised by at least one representative of Disability Positive (Reception Staff member) who is familiar with the fire safety arrangements, will direct the evacuation, and account for all staff/visitors at the assembly point.</p> <p>They will be provided with a list of attendees for this purpose via the signing in book.</p> <p>Disability Positive and Visitor Organisers will exchange information prior to the visit about individual(s) who may need assistance during an evacuation (e.g. those with mobility impairments). Visitors who are blind or deaf will be assigned a "buddy" during the visit where necessary.</p> <p>Disability Positive have provided an Evac chair situated at the top of the main stairs and by the fire exit at the rear of the building. Designated staff are provided with training in the safe use of the Evac chairs.</p>		
	Consumption of food	<p>All staff/visitors at risk of illness caused by</p> <ul style="list-style-type: none"> allergy failures of temperature control or food handling practices <p>All staff/visitors at risk of scalding from accidental spillage of hot food /drinks.</p>	<p>The Receptionist will liaise with [caterers] about provision of catering – timing, numbers, special dietary requirements (such as food sensitivities and allergies), where required.</p> <p>Food safety issues are managed by [caterers] with advice available from the Operations Manager.</p>	Low	A
	Display Screen Equipment (VDU)	All staff using computers as part of their job role.	<p>An individual workstation assessment is carried out on induction and thereafter annually with the member of staff and their manager. If IT training is identified as part of a staff members learning and development needs, a training request form will be completed for approval.</p> <p>Screen wipes are available for staff to use</p>	Low	A

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			Eye tests are funded by the employer in the event that eyesight has deteriorated due to the use of VDU's, on production of evidence to support this.		
	Vehicles	All staff/visitors at risk of injury from contact with moving vehicles on the car park.	If visit involves crossing car park within Disability Positive grounds, the staff/visitors will need to consider the safest route.	Low	A
	Air Conditioning	All staff and visitors in the building at risk of legionella bacteria in the water system.	The air conditioning units are serviced six-monthly. In addition, a weekly check of the water system is carried out by the Operations Manager to check to temperature of the water. Staff are aware of how to control the thermostat for hot and cold air. Return to work forms that are completed following sickness absence should be monitored by managers and any conditions that should relate to temperature control should be investigated further, through the workstation assessments.	Low	A
	Electrical hazards	All visitors at risk of electric shock or fire caused by defective electrical equipment in general use (eg light switches).	Staff/visitors will not use any electrical equipment [except where detailed below]. Equipment in common usage (computers, light fittings and basic installation) maintained by Disability Positive. Disability Positive and Visitor Organisers will exchange information prior to use of the conference room regarding the practical use of appliances (laptop, overhead projector, television/DVD player). These appliances will then be set up using Disability Positive's PAT tested equipment. All distribution Boards are Fitted with RCBO switches to reduce the risk of shock from defective equipment.	Low	A
	Lighting	All staff/visitors at risk of slips/trips/falls, stress, eye strain due to inadequate lighting	Generally, each office area contains one or more windows, each fitted with blinds that can be adjusted to suit, depending on weather and glare on the screen. There is additional working strip lighting in each of the offices and all corridors are well lit. Lighting is also a topic covered within workstation assessments, where alternative lighting can be sourced as required. All staff members have a responsibility to speak to their manager if lighting levels cause concern.	Low	A
	Sanitary and Washing Facilities	All staff at risk of illness due to spread of bacteria	Facilities are cleaned regularly and kept in an orderly position. Facilities are well ventilated and have adequate light. Adequate soap and paper towels etc will be provided and maintained. All staff are expected to wash their hands regularly and/or use alcohol rub located around the office to	Low	A

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			prevent the spread of infection. Staff have a responsibility to ensure that any water on the floor that may overflow from the sink is cleaned or reception is notified to address this to prevent slips and falls. In the event that the floor is wet following cleaning, a sign must be displayed to inform of this.		
Equipment	Office Equipment Noise, Dust, Slips, trips and falls, entanglement, electricity, air and water, obstructions, lighting	All staff at risk of accidents or incidents.	External electrical equipment providers are responsible for the setup of any new equipment to ensure this is level and correctly installed. If staff are utilising office equipment including computers, guillotine, laminator, fans, heaters, binding machine, photography equipment, photocopier and shredder, due care and attention is to be paid when using the equipment, to any notification near to the equipment and user manuals. If visitors are only accessing common areas, Atria, conference room and toilets, this risk should be insignificant.	Low	T
	Personal Protective Equipment	All Staff providing personal care or domestic support as part of their role.	Non latex gloves will be used by all staff who use hazardous substances or provide personal care. Antibacterial gel and wipes are used by all staff/volunteers providing personal care/supervision and by service users under guidance of staff/volunteers where appropriate. All medication required by service users during activity sessions stored in a locked box and kept in a secure area on site by activity coordinator. First Aid box located centrally within office premises and first aid kit carried by all staff members when providing offsite activity sessions with service users	Low	A
Smoking / Vaping	Fire Passive Smoking	All	Smoking and the use of e-cigarettes is not permitted in any of the buildings. Smokers/Vapers must ensure they only smoke in the designated area at the back of the grounds and use the wall mounted ashtrays provided. All windows are sealed and do not open.	Low	A
Lone Working	Lone working within office environment	All staff at risk of distress if alone in the building. Disabled members of staff particularly vulnerable.	All members of staff have a responsibility to follow the existing Lone Working guidance which can be located on the staff portal\Health & Safety\Lone Working Policy. No staff should remain in the office alone, in line with the locking up procedure. Means of notifying in the event of a more serious situation will be contact with managers or emergency services.	Low	A

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	Lone working off site (such as client visits)		<p>All members of staff have a responsibility to follow the existing Lone Working and which can be located on the staff portal Health & Safety\Lone Working Policy.</p> <p>All staff carrying out work off-site, will be expected to ensure their calendar on Office 365 is updated with details of when and where the visit will take place.</p> <p>Means of communications between parties will be mobile phone and Wildix phone system. Means of notifying in the event of a more serious situation will be contact with managers or emergency services.</p> <p>In the event that someone does not contact the office following a client visit or meeting, Reception will contact the individual, where not successful, Reception will exchange information visits attended with the Manager/ Operations Manager. if the member of staff does not make contact with the office on completion of visit, times and locations of each visit can be used to mount a search quickly and effectively.</p> <p>Where there is a higher risk of infection or sickness, any staff who are in face-to-face contact with clients can wear face coverings, if they wish and are encouraged to arrange virtual meetings, where possible.</p>	Medium/High	A -
	Driving Duties	All staff at risk of accidents or incidents whilst driving.	<p>In the event that someone is driving on Disability Positive business, the following factors need to be considered Distance to be covered, time available to make the journey, rest breaks, the condition of the vehicle, in car distraction – Sat Nav's or mobile phones etc, the health of the driver including stress and fatigue and adverse weather conditions.</p> <p>All members of staff have a responsibility to follow the existing driving guidance, and adverse weather advice within the employee handbook. It is advised that all staff driving on Disability Positive business have a travel first aid kit and eyewash in the vehicle.</p>	Medium/High	A -
Violence	Verbal abuse Bullying and harassment Injury due to confrontation with general public, service users	All staff may be subjected to verbal abuse, bullying/harassment and/or confrontation with service user.	<p>All members of staff have a responsibility to follow the existing Zero Tolerance to Abuse policy and guidance which can be located on the staff portal under Zero Tolerance to Abuse Policy.</p> <p>Where a service user poses particular risk, this must be flagged on the internal case recording system (Caseworker Connect Online), so that the designated manager can make alternative arrangements for support.</p> <p>Disability Positive operate a Zero Tolerance to Abuse Policy.</p>	Medium	A
Hazardous Substances	Various – • exposure to substances	All staff/visitors – harm will depend on the hazards listed.	Non latex gloves will be used by all domestic staff who use hazardous substances within the office – Bleach, Furniture Polish. COSHH Assessment and Risk Assessment updated annually.	Low	A

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	hazardous to health • moving parts • etc				
Learning & Development	Unable to fulfil job duties safely	All staff who have learning and development needs	Learning and Development is part of the quarterly supervision for all staff with their manager. All staff would be expected to report immediately to their manager if they are unsure of any aspect of their job description. All members of staff have a responsibility to complete a Learning & Development record and follow the existing learning and development policy and guidance, which can be located on the staff portal under Training & Development policy. All staff should upload their completed form to the HR portal	Low	A
Activities	Various – Moving and Handling	All staff/volunteers involved in activities/events and service users	<p>All members of staff have a responsibility to follow the existing health & safety policy and Risk Management policy which can be located on the staff portal under Health & Safety Policy and Risk Management Policy.</p> <p>Manual Handling is limited for Disability Positive staff within the office. All staff should use a trolley for moving large boxes (e.g. marketing equipment – leaflets etc, and boxes of paper and large stationery items within the office). The lift can be used between floors except in the event of a fire. Manual handling training/working at height to be arranged for all staff with a role requirement for moving and handling as part of their role. No staff should be moving and handling heavy items unless they have received training.</p> <p>For Activity sessions, this is very much dependent on activity, venue and individual service user needs, each separate activity, venue and individual service user will need to be risk assessed by the appropriate coordinator. Where moving and handling is identified as a risk on an individual risk assessment, the coordinator will ensure that either an appropriately skilled agency is contracted to provide the personal care and moving and handling requirements, or sessional workers will be adequately trained in moving and handling of individuals</p>	Medium	A
Pregnant Workers	Back Injuries Sprains Sprains Miscarriage Injury to unborn child	All pregnant staff	<p>Pregnant employees will not work at height including steps and stepladders, carry out any work that requires standing for long periods and not be exposed to excess heat and/or noise. Pregnant employees will be provided with adequate rest breaks.</p> <p>In the event an employee notifies their designated manager that they are pregnant. The manager will carry out a pregnancy risk assessment form</p>	Low	A

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			with the member of staff. A copy of the risk assessment can be located on the staff portal or from HR.		
Young People	Injuries Illness Manual Handling	All young staff (under 18)	Young people of school age will only be working at Disability Positive as part of work experience with parent consent and hours will be limited accordingly. Any staff employed as an apprentice (under 18) will have an individual risk assessment completed by the manager and will not be exposed to any heat/noise, or any activities that may be higher risk without constant supervision. A copy of the risk assessment can be located on staff portal or from HR.		
Drugs and Alcohol	Injury and Incidents due to the use of drugs and alcohol	All staff	Disability Positive forbid the use of, possession, concealment, transportation, promotion or sale of prohibited substances by an individual employed directly or indirectly regardless of site location. Any employee suspected of alcohol or drug abuse will not be allowed on the premises. It is the employees responsibility to inform their designated manager if they have been prescribed drugs by their G.P. that may affect their ability to work, operate equipment or drive.	Low	A
Stress	Work Loading Nervous Breakdown Suicide Alcohol and drug abuse	All staff	It is the responsibility of all staff to raise any workload issues or stressful situations with their manager, this can be done during supervision or at any time a situation arises. Managers will monitor their teams for any early signs of stress, irritability, absenteeism and alcohol abuse. Support is available from a Mental Health First Aider, Professional counseling is available through Private Medical Assurance (more than 6 months service) or can be organised through Disability Positive (if not part of the PMI) where stress levels are assessed to be high.	Low	A
Visitors / Contractor	Injury due to poor control of visitors	All visitors	The Receptionist will ensure that all visitors/contractors sign the signing in book on arrival and the time of their departure and confirm that they have read the safety information. Visitors must wait in the reception area or meeting room and should not attend meetings in the office space, without the express consent from Senior Management. Reception will ensure any new contractors complete a questionnaire to ascertain levels of insurance and copy of H&S policy.	Low	A
First Aid	Incorrect Treatment Infection		First Aid box and eye wash station is located centrally within office premises and first aid kit carried by all staff members when providing offsite activity sessions with service users	Low	A

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			<p>A defibrillator is provided and is located alongside the First Aid box on the first floor. This is a fully automatic device with built in audio instructions. The machine is serviced on an annual basis and following use.</p> <p>Admin staff will regularly check that the container is adequately checked and continuously in date. The position of the first aid kit and names of qualified personnel is displayed in prominent positions and detailed at the start of this risk assessment.</p>		

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ACTION PLAN

Ref No	Further action required	Action by whom	Action by when	Done
1.	All visitors to be briefed about fire safety arrangements for the building by (Receptionist) prior to the visit	Receptionist	Ongoing	✓
2.	Operations Manager will provide information about fire and other relevant safety arrangements for the building at induction (or during the visit at specified times). If appropriate, summary sheets with information can be provided.	Manager at induction	Ongoing	✓
3.	Personal Emergency Evacuation Plans (PEEPS) to be completed for all new staff members/visitors with mobility impairments.	Manager at induction	Ongoing	✓
4.	Lone Working reporting will provide information to reception/manager if a member of staff does not text safe within 17 minutes of visit ending.	All affected by lone working	Ongoing	✓
5.	Staff to have specified means of communication throughout the day with the office and/or management to deal with any problems that may arise.	All	Ongoing	✓
6.	Staff at Disability Positive are responsible for familiarising themselves with Disability Positive's operational manual of policies and Procedures, on the online staff portal or HR portal.	All	Ongoing	Staff notified when new policies are implemented
7.	Areas where events are to take place are to be inspected prior to the event to check for any defects or conditions that might give rise to slips, trips or falls. Any problems identified will need prompt action.	Receptionist	Ongoing	✓
8.	Risk assessments for individual activities taking place must be carried out in advance of the visit by the Disability Positive staff responsible (named persons) and provided to their manager. Control measures must be in place and fully operational and checked before use.	Manager	Ongoing	✓
9.	Any equipment, including electrical equipment to be used by the visitors, is subject to a visual check before use.	Operations Manager	Ongoing	✓
10.	Mandatory Health and Safety training in place for all staff. Mandatory moving and handling training in place for all staff with a requirement to move and handle as part of their role.	HR	Ongoing	Reminder sent at 12-months renewal date
11.	External areas surrounding the building, are to be inspected to check for any defects or conditions that might give rise to slips, trips or falls. Report provided to Operations Manager. Any problems identified will need prompt action.	Grounds Maintenance Operations Manager	Ongoing 8 times per annum	✓
12.	All home working staff to complete a home working risk assessment.	All home working staff	Ongoing	Reminder sent at 12-months renewal date

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