

## Work related Stress Risk Assessment Form

<b>Unit :</b> College of Life Sciences	<b>Individual/Group :</b> Core Service Providers	<b>Name of assessor :</b>
<b>Activity :</b> Provision of core services (e.g. IT Support, Media and Wash-Up, Stores, Janitors, Receptionists)	<b>Unique role :</b>	<b>Signed:</b>
<b>Date of assessment :</b>	<b>Date Staff informed:</b>	<b>Date for formal review:</b>

*Stress is a natural reaction when actual or perceived demands exceed an individual's ability to cope at anytime. Symptoms of stress can be experienced in physical and/or psychological effects.*

**A College of Life Sciences [CLS] assessment of potential/actual causes of work related stress within the core service providers' activities, and measures/actions for control or resolution.**

<b>Type of Stressor: Control</b>					
<i>How much say a person has in the way they do their work. Stress may occur if there is: (1) insufficient control over how or when tasks are done; (2) little participation in decision making; (3) highly prescriptive work regimes.</i>					
Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Insufficient control over how or when tasks are done, little participation in decision making, prescriptive work regimes. By definition, core services are central to the work and success of the College. Most work is in response to demand and work levels are, therefore, outwith the control of the service providers.	Core services	Clients are asked to plan ahead where possible, and a well-advertised ordering system is in place which indicates the time that should be allowed for the service to be provided. Staff are encouraged to attend relevant courses which are available through Staff Development (e.g. time management, feedback skills, project planning, teamwork).	M/H	The College will continue to encourage training in all relevant topics.. The nature of the work will not change, but the College aims to assist staff in learning to deal with it, both by training in practical methods, such as time management, and by training in interpersonal skills such as assertiveness. Researchers will be encouraged to plan ahead and to consider the work-load of the service providers when making demands on their time.	Head of College, PIs, College Secretary, service users, service managers

### Type of Stressor: Demands

*Stress may be caused by difficult environmental conditions, workload, work patterns, monotonous work, physically tiring work, work or responsibilities beyond the individual's skills, capacity or capability, high work intensity or pressure to achieve, having too much to do in too little time, too little/too much training for the job, boring or repetitive work or too little to do.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Work cannot be completed within normal hours.	Core services	In general, service providers are not expected to work routinely beyond their contracted hours. They are encouraged to attend relevant Staff Development courses which may prove helpful e.g. Time Management. Some services operate a shift system to maximise use of equipment, and others may work out of hours to carry out work at a time that will minimise disruption. Depending on agreed local arrangements, paid overtime or time off in lieu is given and this work can usually be planned in advance.	M	Staff are encouraged to take proper breaks and holidays as laid down in their contracts. Clients will not expect service staff to work beyond normal hours on a routine basis. Service staff will continue to work outwith normal hours on occasions when necessary and will be eligible for paid overtime or time off in lieu as previously agreed.	HODs, PIs, core service staff, line managers, College Secretary
Unsuitable work environment. Most service staff work in areas which are busy and some can be hot and/or noisy. Many work where there is no natural light. Some of the work is potentially hazardous.	Core services	Heat and noise are controlled as much as possible – some equipment is unavoidably noisy and PPE is supplied where necessary. Tasks are rotated and staff are encouraged to take proper breaks. Risk assessments are carried out, circulated and acted on. Staff are encouraged to attend relevant training run by Safety Services and in house. The College has a Health and Safety policy with a clearly defined reporting structure, so all staff know where to obtain information and assistance where necessary.	L	Prompt action is taken on any reported problems. If there is an issue relating to the work environment, which cannot be dealt with locally, it will be reported to Estates, the H & S Co-ordinator or the College Secretary as appropriate.	Line managers, PIs, Estates, College Secretary
Repetitive work	Core services	Some services involve repetitive work. Staff are encouraged to vary their tasks as much as possible, while still providing the service. Mechanical aids are supplied where	L	Management will continue to allocate work to give as much variety as the service allows. Staff will be encouraged to take regular breaks as laid down in their contracts.	Core service staff, line managers

		appropriate. Regular breaks are taken as laid down in employment contracts.			
High work intensity. All core services in the College are busy, but some involve high intensity and concentration. For example, IT Support and the Finance Office spend long periods of time concentrating on VDU screens where accuracy is important.	Core services	Staff are encouraged to take regular breaks as laid down in employment contracts. DSE risk assessments are carried out and acted on.	L	Management will continue to encourage staff to organise their day with as much variation of task as possible, and to encourage them to take breaks. Suitable equipment will continue to be provided.	Core staff, line managers.
Physically tiring work. In some areas such as wash-up, mortuary and stores, the work can involve lifting and moving heavy items. Some staff are on their feet for most of the working day.	Core services	The College aims to minimise the physical effort by providing suitable equipment and training to staff in this category e.g. manual handling training is given to all staff who may have to lift or move heavy items. Regular breaks are taken	L	Equipment and training will continue to be provided. Staff will continue to take regular breaks.	Core staff, line managers

### Type of Stressor: Support

*The encouragement, sponsorship and resources provided by the organisation, line management and colleagues. Stress may be due to inadequate training, isolation from others, remote management, pressure from covering for absence, lack of support from management and coworkers, not being able to balance the demands of work and life outside work.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Inadequate training	Core services	The College recently introduced a review scheme for support staff and many core service staff have been through the process. The scheme will be introduced to others in the near future. The review scheme encourages staff and management to identify areas where training may be beneficial. The College has a training budget and staff are encouraged to submit requests for training	L/M	Some core services require on-the-job training only while others may involve internal or external courses. The College will continue to encourage all staff to attend appropriate training courses. In-house training is also offered on many relevant topics.	Core service staff, line managers, College Secretary
Remote management, lack of support from management or co-workers	Core services	Most service staff work as part of a team and day to day management is by a line manager who is also part of the team. If problems cannot be solved locally, the College Secretary is available for consultation and assistance.	L	If staff have a problem with this issue, they should consult local management, the College Secretary or the HR Officer.	Line managers, College Secretary, HR Officer

		The matter can also be raised at review. The HR Officer responsible for the College is on-site and holds a weekly clinic.			
Unable to balance life at work and outside work	Core services	The University has family friendly policies and seeks to help people with this issue if this can be done while meeting the organisational needs of the College. The HR Officer holds clinics on-site and can provide advice and/or direct staff to other sources of support throughout the University. Posters giving details of well-being contacts are displayed throughout the College.	L/M	Line managers should be sensitive to how their staff are coping and be willing to help at an early stage, either informally or by suggesting that staff contact the relevant person in the University. Individual staff members should approach their line manager or the HR Officer before the problem becomes an emergency.	Core service staff, line managers, College Secretary, HR Officer

### Type of Stressor: Relationships

*Promoting positive working to avoid conflict and dealing with unacceptable behaviour. Stressors may originate from bullying, harassment and conflict, perceived inequitable treatment, poor management control of workplace behaviour, certain management / supervisory styles, or poor relationships with colleagues.*

Stressor	Who is Affected?	Control measures	Risk	Further Action	Persons Responsible
Bullying, harassment, conflict	Core services	The University has policies covering all these issues. The HR Officer, the Counselling Service and well-being contacts are available for consultation. Bullying and harassment are not tolerated in the College or University	L	Staff will be reminded at intervals that these policies exist and should be used if required. Management to be on the lookout for such behaviour and to deal with it promptly at a local level. Staff should report such incidents at an early stage.	College Secretary, HR Officer, Line managers
Poor management control of workplace behaviour, management/supervisory styles, poor relationships with colleagues	Core services	Staff can approach their line manager about this and they will take it further if it cannot be dealt with locally. If the line manager is the perceived problem, the College Secretary or HR Officer can be approached.	L	The College will continue to monitor behaviour of all the staff, recognising good practice and dealing with inappropriate behaviour using the University procedures.	Head of College, Line managers, HR Officer

**Type of Stressor: Role**

*Whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles. Stress may be caused by role conflict, unclear objectives, conflict of demands or additional duties. Staff may feel that their job requires them to behave in conflicting ways at the same time. There may be confusion about how everyone fits in.*

<b>Stressor</b>	<b>Who is Affected?</b>	<b>Control measures</b>	<b>Risk</b>	<b>Further Action</b>	<b>Persons Responsible</b>
Understanding role in organisation, conflicting demands and unclear objectives.	Core services	As service providers, there is seldom confusion over the role or objectives of a member of staff. As members of a team, staff meet, when necessary, to discuss work allocation. Line management are available for guidance, if required, in sorting out priorities.	L	Management will continue to provide guidance where required	Core service staff, line managers

**Type of Stressor: Change**

*How organisational change (large or small) is managed and communicated in the organisation. When an organisation is planning major change, staff are likely to be discussing job security, whether they will need to relocate, and whether their work environment or terms and conditions will change. These are all potential sources of stress.*

<b>Stressor</b>	<b>Who is Affected?</b>	<b>Control measures</b>	<b>Risk</b>	<b>Further Action</b>	<b>Persons Responsible</b>
As the College of Life Sciences has developed in the last 5 years, relocations of have been and still are necessary. This affects core services as well as research groups and, with clients demanding service and results, can be a significant stressor.	All staff	Proposed relocations are known about well in advance and staff encouraged to plan them well in advance. Every effort is made to keep staff informed and minimise disruption. Additional help is arranged both from internal staff and from outside bodies such as Estates and Buildings, removal firms etc.	M	PIs and senior management to keep staff informed of proposed changes and relocations and discuss the detailed plans with their lab manager.	Head of College, College Secretary, line managers