



Redbourn Care Group

Office Support Risk Assessment

RISK ASSESSMENT FOR: RCG Office Support	To carry out office duties required to operate the day to day running of Redbourn Care Group.	Review date – August 2019
Establishment – Redbourn Care Group	Assessment by: Claire-Louise Lawlor	Date: 13/08/2018
Risk Assessment Number – RA 003	Approved by: Sally Bartlett/Barry Welch	Date: 13/08/2018

Hazard	Who might be harmed and how	Risk Control	Further Action	Action by whom?	Action by when?
<ul style="list-style-type: none"> Slips and Trips. 	<ul style="list-style-type: none"> Office support team and visitors may be injured if they trip over objects or slip on a spillage. 	<ul style="list-style-type: none"> Consistent maintenance of good housekeeping. All areas well lit. No trailing leads or cables. Work area kept clear, no boxes or wheelchairs in walkways. Office cleaned regularly. 	<ul style="list-style-type: none"> Remind staff to not lift anything heavy. 	<ul style="list-style-type: none"> Office Manager 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> Manual handling of paper, office equipment etc. 	<ul style="list-style-type: none"> Office support team risk injuries or back pain from handling heavy/bulky objects. 	<ul style="list-style-type: none"> Ask delivery to set in office out of way of walkway e.g. delivery of paper. High shelves for light objects only. 	<ul style="list-style-type: none"> Remind staff not to lift anything heavy. 	<ul style="list-style-type: none"> Office Manager 	<ul style="list-style-type: none"> Ongoing
<ul style="list-style-type: none"> Display screen equipment. 	<ul style="list-style-type: none"> Office support team risk posture problems and pain, discomfort or injuries from overuse or improper use or from poorly designed work environments. Headaches and sore eyes can also occur from poor lighting and computer screens. 	<ul style="list-style-type: none"> Office support team to read Health and Safety policy. Reassessment to be carried out when change to work feature(s) occurs, e.g. equipment/lighting Workstation and equipment set to ensure good posture and to avoid glare & reflections on the screen. Lighting and temperature suitably controlled. Adjustable blinds at window to control natural light. Noise levels controlled. Equipment is PAT tested. 	<ul style="list-style-type: none"> Office Manager to monitor staff safety and limit length of time at a computer screen. Ongoing regular updates with staff. 	<ul style="list-style-type: none"> Office Manager 	<ul style="list-style-type: none"> Ongoing

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<ul style="list-style-type: none"> • Stress 	<ul style="list-style-type: none"> • Office support team can be affected by factors such as pressure to find drivers and pressure from clients, bullying, not knowing their role. 	<ul style="list-style-type: none"> • Office support team have a clear understanding of their roles and responsibilities. • Staff can talk to Office Manager or trustees if they have any concerns. • RCG policy on safeguarding etc – all staff aware and have received training. 	<ul style="list-style-type: none"> • Remind team that they can speak confidentially to Office Manager if they are unwell or ill at ease at work. • All are aware of relevant RCG policy. 	<ul style="list-style-type: none"> • Office Manager 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Electrical 	<ul style="list-style-type: none"> • Office support team could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can lead to fires. 	<ul style="list-style-type: none"> • Staff trained to spot and report defective plugs equipment. • Defective equipment to be taken out of use safely and promptly replaced. 	<ul style="list-style-type: none"> • Ask Landlord when the next safety check of the electrical installation will be done. 	<ul style="list-style-type: none"> • Office Manager 	<ul style="list-style-type: none"> • From now on
<ul style="list-style-type: none"> • Fire 	<ul style="list-style-type: none"> • If trapped, staff could suffer fatal injuries from smoke inhalation/burns. 	<ul style="list-style-type: none"> • Village Hall – Fire risk assessment done, with fire officer Dennis Bigham. 	<ul style="list-style-type: none"> • Ensure that the actions identified by the fire risk assessment are completed. 	<ul style="list-style-type: none"> • Office Manager 	<ul style="list-style-type: none"> • From now on
<ul style="list-style-type: none"> • Lone Working 	<ul style="list-style-type: none"> • Office support team could suffer injury or ill health whilst being in the office alone. 	<ul style="list-style-type: none"> • Office team have emergency contact details • Office team have Office Manager’s mobile number in case of emergency. • Office team do not let another person into the office until they know who they are. • Office team lock office door if they feel vulnerable in office when alone. 	<ul style="list-style-type: none"> • All are aware of RCG Lone Working Policy. • All are aware of panic alarms in drawer. • All are aware of telephone buzzer at main entrance. 	<ul style="list-style-type: none"> • Office Manager 	<ul style="list-style-type: none"> • From now on

Please use this form to record any significant findings of your risk assessment and detail any action needed to reduce any further risk, where existing actions are found to be insufficient.

Risk Assessment review date – August 2019 (usually within the year, however in the event of incident, a change in conditions or if more frequent review is warranted).

Approved by Board of Trustees – August 2018