

## Risk assessment ref: RA036

### Task description: Stress risk assessment - cleaning role

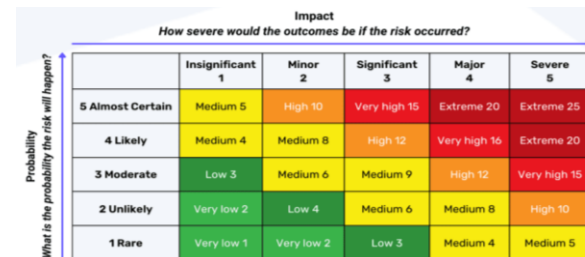
General activities included: General commercial cleaning duties as per cleaning operative job description

<b>Site name:</b>	GENERIC	<b>Assessment carried out by:</b>	Joanna Goode
<b>Date assessment was carried out:</b>	10.03.2026 (JG)	<b>Date of next review:</b>	01.04.2027
<b>Corresponding method statements</b>	N/A		

Name of employee.....

Name of site.....

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who	Action by when?	Done
Demands	All staff	<ul style="list-style-type: none"> <li>■ Understanding what work-related stress is and what can cause it</li> <li>■ Gaining feedback from cover personal and supervisors RE workload capability and timescales.</li> <li>■ Carrying our individual stress risk assessments with any staff who have declared challenges with personal mental health/ psychological conditions</li> <li>■ Looking for signs of stress in employees</li> <li>■ Managers meet with employees regularly to check in with them</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring case loads</li> <li>■ Planning work to manage demands</li> <li>■ Taking on extra resource at busier times of year (e.g. term time)</li> <li>■ Talking to employees regularly to gather information, directly or via managers</li> <li>■ People may not identify time off sick as stress, so thinking about whether:                             <ul style="list-style-type: none"> <li>- there is an area/job that has high amounts of absence</li> <li>- employees complain about working in a particular area or doing a particular job</li> </ul> </li> </ul>			



Control	All staff (as not always included in decision making and are working on client sites and away from head office)	<ul style="list-style-type: none"> <li>■ Talking to all staff about how they feel about their work</li> <li>■ Having regular team meetings at the main site</li> </ul>	<ul style="list-style-type: none"> <li>■ Review sickness absence data and your risk assessment with employees – asking what they think can be done and feeding back on these issues and ideas</li> </ul>			
Support	All staff	<p>Training managers in spotting early signs of stress and how to manage it</p> <ul style="list-style-type: none"> <li>■ Providing details of employee assistance services for staff</li> <li>■ Staff can talk to managers if they are feeling stressed at work</li> <li>■ Staff are supported on return to work after a period off with work-related stress</li> <li>■ Training staff to manage issues around lone working and how to get support</li> </ul>	<p>Training managers in supporting staff suffering from work-related stress</p> <ul style="list-style-type: none"> <li>■ Having a clear commitment to employee wellbeing and a culture of openness</li> <li>■ Reminding staff they can speak confidentially to managers or supervisors if they are feeling stressed at work</li> <li>■ Putting a structured support policy in place, e.g. after an incident of violence</li> </ul>			
Relationships	All staff	Training managers in promoting a positive working culture	<p>Sometimes managers may be part of the problem so having a range of routes for feedback can be really helpful</p> <ul style="list-style-type: none"> <li>■ Setting up an online community for staff</li> <li>■ Build up teams, perhaps have identified buddies</li> </ul> <p>Date of risk assessment: 17/03/17 3 of 3 pages Health and Safety Executive What are the hazards? Who might be harmed and how? What are you already doing? What further action is necessary? Action by who? Action by when? Done Role All staff</p> <ul style="list-style-type: none"> <li>■ Defining all team roles</li> <li>■ Staff understanding what their duties and responsibilities are</li> <li>■ Discussions on performance, expectations and development</li> <li>■ Thinking about whether any staff are particularly vulnerable, e.g. those working alone, young workers</li> </ul>			

		Impact How severe would the outcomes be if the risk occurred?				
		Insignificant 1	Minor 2	Significant 3	Major 4	Severe 5
Probability What is the probability the risk will happen?	5 Almost Certain	Medium 5	High 10	Very high 15	Extreme 20	Extreme 25
	4 Likely	Medium 4	Medium 8	High 12	Very high 16	Extreme 20
	3 Moderate	Low 3	Medium 6	Medium 9	High 12	Very high 15
	2 Unlikely	Very low 2	Low 4	Medium 6	Medium 8	High 10
	1 Rare	Very low 1	Very low 2	Low 3	Medium 4	Medium 5

			<ul style="list-style-type: none"> <li>Investigating whether there are roles where it is difficult to recruit or retain staff</li> </ul>			
Role	All staff	<ul style="list-style-type: none"> <li>Defining all team roles</li> <li>Staff understanding what their duties and responsibilities are</li> <li>Discussions on performance, expectations and development</li> </ul>	<ul style="list-style-type: none"> <li>Thinking about whether any staff are particularly vulnerable, e.g. those working alone, young workers</li> <li>Investigating whether there are roles where it is difficult to recruit or retain staff</li> </ul>			
Change	All staff	<ul style="list-style-type: none"> <li>Making sure changes are communicated openly, before they are made if possible, so everyone understands the effects they will have</li> <li>Monitoring effects of changes on stress levels so staff have the chance to provide feedback</li> <li>Establishing training needs following the change</li> </ul>	<ul style="list-style-type: none"> <li>Clearly communicating results of inspections and the resulting changes to all sites</li> <li>Acting on staff feedback so any new pressures linked to changes are discussed</li> <li>Develop a feedback route for people who feel they need retraining</li> <li>Recognise that even minor changes can have knock-on effects – consulting beforehand may reduce the negative</li> </ul>			

Completed and reviewed by

Employee Signature..... Date Assessed.....

Manager Signature..... Date Assessed.....

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