

Stress at Work Risk assessment

Company name: Llanfair Caereinion Town Council Assessment carried out by: R A Robinson

Date of next review: As required Date assessment was carried out: 10th January 2025

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Managing residents Face-to-face	The Town Clerk & councillors	• Promoting good customer service levels. • Encourage to refer to colleague where appropriate. • Minimise loan working • Loan working policy and alarms	• Ensure local and job knowledge • Team work • Ensure loan worker alarms are used	Town Clerk	ongoing	ongoing

Managing residents expectations – electronic communication	The Town Clerk & councillors	• Promoting good customer service levels. • Encourage to refer to line manager where appropriate	• Council communication policy review	Town Clerk	ongoing	ongoing

Managing Councillor expectations and demands of employees	Town Clerk	• Promote good communications between staff and councillors • Reports at meeting supporting activity • Councillors to remember its duty of care as the employer to staff	Training Civility and respect awareness	Town Clerk	ongoing	ongoing
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Work load	All employees	• Details job descriptions so that staff know their roles • Job task sheets for specific projects • Promote positive working culture	Jobs list – regular reviews	Clerk	ongoing	ongoing
		• Promote open communications with line manager and to talk about stress • Annual Appraisals				
Work colleague relationships	All employees & councillors	• Promote positive relationships and work culture	Annual Christmas Lunch		ongoing	ongoing

Mental Health	All councillors and staff	• Access to Health Assured app which provides counselling service, podcasts, wellbeing advice, financial advice, legal advice and more • Line Manager to maintain open communications and be aware of any possible changes in behaviour. To have an informal meeting if necessary. Liaise with	Note: 20 July 2021 all employees and councillors were written to with details of the Health Assured providing a facility to support all our wellbeing and mental health. To review take-up and use of Health Assured	Town Clerk	ongoing	ongoing
		• Personnel if need • Personnel Committee • Private Health care Scheme for employees 2years plus				

Reporting Stress concern	All councillors and staff	- Concerns should be reported to the Town Clerk - Town Clerk concerns report to Chairman				
		- Staff panel in place - Consultancy HR support services with Worknest - Employees can report concerns to HSE - SHSE Law poster displayed in office				