

RISK ASSESSMENT FORM – HOME, REMOTE SUPPORT OR OFFICE WORKING ENVIRONMENT

This risk assessment covers staff and volunteers working from home or within the office environment, as well as all remote support provided to service users. This includes support delivered by telephone, email, text message, letter, social media, or video call, whether undertaken from the office or from a staff or volunteer's home.

Date assessed: 23rd July 2026

Assessed by: Jasmine Toombs, Head of Governance & Finance

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action is needed to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done?
Slips , spillages and trips and falls	Staff and volunteers may be injured if they: • trip over objects, • slip on spillages, • fall from height.	Everyone is responsible for ensuring: • Workspace is clear and tidy. • All areas are well lit – reporting defects. • Items are not stored in walkways or where they could cause a trip hazard. • Cables and leads are kept tidy using cable covers where needed. • Cables are checked frequently for any damage and reporting faults & defects. • Nobody climbs up on any item to reach heights. • Only Contractors fix items to the wall or at height. • Trays are used for transporting multiple drinks. • Any spillages are cleaned up, when making drinks or food in the office.				
Manual handling of paper, office equipment etc	Staff risk injuries or back pain from handling heavy / bulky objects e.g. deliveries of guides.	• Henderson have trolleys we can use to transport boxes from deliveries and other heavy items around the office. • High shelves are not used for accessing frequently required items. • Online training is available for appropriate roles • Consider using the office for a project involving a lot of paper e.g. Befriending Christmas cards				
Display screen equipment	Staff and volunteers risk posture problems, pain &	• Workstation Assessments are carried out annually, and for all new staff and volunteers at Induction.				

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	discomfort, or injuries e.g. to their hands / arms, from overuse or improper use from poorly designed workstations or work environments. Headaches or sore eyes can also occur e.g. if the lighting is poor.	• Reassessment carried out at any change to work feature or individual needs. • The nature of the work allows for natural breaks. • Lighting and temperature can be controlled. • Adjustable blinds and windows at the office. • Noise cancelling headphones and screens are in place in the office. • Staff have access to Bupa Cash plan to pay towards eye tests. • Staff and volunteers are offered docks to enable use of full monitoring screens rather than relying on laptop screens. • Staff and volunteers who spend long periods of time on the phone are offered individual headsets rather than holding a handset. • Line Managers monitor time spent at desks to ensure breaks are taken and raise regularly at meetings. • Managers and Support Services Manager ensure any Actions raised on Assessment forms are carried out appropriately.				
Stress and mental wellbeing	All staff and volunteers could be affected by factors such as lack of job control, bullying, not knowing their roles.	• Regular Supervision is held to ensure staff and volunteers understand their duties and responsibilities. • Line Management remind staff and volunteers, they can speak confidentially to either their manager, a member of the SMT (Senior Management Team), or a Mental Health First Aider, if they feel unwell or unease about things at work. • Bupa Cash plan provides a support line available to all staff. • Anti bullying policy in place and accessible. • Managers keep in regular contact with home workers. • Team meetings are accessible to all.				

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		• Supervisions cover timekeeping / workload and demand. • A good work life balance is encouraged by SMT. • No obligation to answer emails outside of work hours.				
Electrical	Staff, visitors or volunteers could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	• Staff & volunteers report any observations or concerns related to electrical equipment such as damaged cables and equipment in connection with their work, either at home or in the office. For home workers this applies to any equipment AUKN has provided. • Defective equipment taken out of use and replaced. • Staff/ volunteers not to use their own devices. • PAT Testing undertaken every two years • Fixed Wire Testing undertaken every five years. • Staff report defective ports and sockets to landlord if office based.				
Fire	If trapped staff & volunteers could suffer fatal injuries from smoke inhalation / burns.	• Landlord holds responsibility for checking fire safety in building including all drills and tests. • Staff and volunteers to partake in drills at the office. • Fire evacuation plan displayed in each office. • Staff and volunteers made aware of emergency exits and procedure in event of an emergency. • PEEPs are carried out with staff member/ volunteer if required. • The landlord has a fire risk assessment in place, and this is audited by <i>Peninsula</i>.	Ensure staff with key-fobs attending ad-hoc meetings complete the sign in/out book in Admin.	SMT	Immediately	Check 2 months
Office lone working	Staff & volunteers could suffer ill health or injury while	• Lone working policy ref buddy system • Staff and volunteers to keep office door closed when working alone. • Emergency contact details held on <i>People HR</i> for all staff.				

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		Staff reminded to update emergency contact details.				
Service user visiting office	Service user could come to harm or disclose a safeguarding issue whilst visiting the office space.	- Service users will only access the reception area or a meeting room, which are maintained by the landlord. - Meeting room to be used is fully accessible. - Staff are trained in how to approach and report safeguarding concerns. - Staff / volunteers are not first aid trained therefore they cannot practice first aid. Should any member of the public require first aid or medical assistance , the appropriate medical / emergency service should be contacted, and a member of the SMT advised.				
	Staff/volunteer could be verbally or physically abused by client	- Staff/volunteer sit near the exit door - Staff stop meetings immediately if they feel in any way threatened or uncomfortable. - Staff to notify manager if meeting is ended for these reasons and risk assessment added to service user record.				
Service user information	Data could be viewed by an unauthorised person.	- Home workers to ensure workstation is not overlooked and locked when not in use. - Homeworker to ensure conversations are private, cannot be overheard, and wear headsets where appropriate. - All confidential paperwork is locked away while not in use and destroyed within the designated Confidential Waste Units in the office. - AUKN equipment is only used by AUKN staff and volunteers.				