

Organisational level work-related stress risk assessment



This document outlines the University-wide approach to managing work related stress and the organisation level control measures in place. Please read this together with the [staff mental health plan](#) and the University's [work related stress policy](#).

In addition to this organisational risk assessment, each school and service at the University is required to have a local preventative risk assessment in place for work related stress. The local preventative risk assessment includes the control measures identified in this document as well as specific local control measures and an action plan. A [template](#) is available to help local areas complete this together with tailored support and advice from Safety and Health Services.

Further information is available from the Safety and Health Services [work-related stress website](#).

Hazards	University wide control measures in place
<p>Demands:</p> <p>Workload and working patterns:</p> <ul style="list-style-type: none"> • Unachievable deadlines or amount of work • Pressure to work very intensively or fast • Excessive hours expected • Inability to take sufficient breaks • Working patterns (e.g. shift work etc.) • Skills and abilities are not matched to job demands <p>Physical environment:</p> <ul style="list-style-type: none"> • Violence • Concerns over safety of work environment 	<p>Workload and working patterns</p> <ul style="list-style-type: none"> • Working Time Regulations Guidance for Managers (for staff grades A-I) • University workload agreement for all staff grade J+ / all academic staff Grade I+ • Constraints to teaching availability process • Development review process available for all staff • Workload allocation principles (academic staff) • Flexible working policy and guidance • Blended working policy and guidance • University email charter • Range of communication tools available including video conferencing, email and messaging <p>Physical Environment</p> <ul style="list-style-type: none"> • Programme of planned/routine maintenance and cleaning • Reporting processes for maintenance issues • Security Services support • Safezone app • Risk assessment processes in place to manage risks associated with local work activities (including lone working) • Self-verification assurance assessment process for health and safety management in place
<p>Change:</p> <ul style="list-style-type: none"> • Lack of information on change including reason for change, impact on individuals/jobs, and timescales. • Lack of consultation and opportunities for employees to influence proposals 	<ul style="list-style-type: none"> • UoB Change Management team provide support and advice • University Change Management Framework • UoB communications systems and processes in place (e.g., intranet, meetings and emails etc.) • Staff surveys provide opportunities for staff to raise concerns
<p>Relationships:</p> <ul style="list-style-type: none"> • Unacceptable behaviour potentially causing conflict, low morale, less 	<ul style="list-style-type: none"> • University Professional Behaviours model • Acceptable behaviour at work policy and guidance • Processes in place for staff to raise concerns formally and informally including: <ul style="list-style-type: none"> - Stand Up Speak Out guidance and Stand Up Speak Out Advocacy Service

<p>cooperation and reduced productivity</p> <ul style="list-style-type: none"> • Staff unaware of resources available and how to deal with unacceptable behaviour. 	<ul style="list-style-type: none"> - University Mediation Service - Staff Grievance Procedure • Guidance and support from HR Business Partnering team • Guidance from Equity, Diversity and Inclusion (EDI) team. • Range of staff training available through the University's learning management system. • A range of communication tools and social spaces in place including email, video calls, newsletters and blogs, Staff Lounge etc.
<p>Support:</p> <ul style="list-style-type: none"> • Lack of support from colleagues • Lack of support from managers • Lack of understanding of support resources available to staff. 	<ul style="list-style-type: none"> • Staff Mental Health and Wellbeing Plan • Range of support, policies and guidance from HR website • Regular communications to all staff using a range of methods • Employee Assistance Programme • Staff Counselling Service • University Occupational Health Service • Individuals action plan process for individuals experiencing or likely to be experiencing work related stress. • Wellness action plan process and guidance available • Development review process available for all staff • Stand Up Speak Out guidance and Stand Up Speak Out Advocacy Service • Network of Mental Health Champions • Range of staff networks • Range of staff training available through the University's learning management system. • Wellbeing programme in place including events, training and online resources
<p>Control:</p> <ul style="list-style-type: none"> • Lack of control over how work is done and what work is undertaken • Lack of control over when breaks are taken and working patterns • Lack of control over pace of work • Staff do not feel encouraged to use their skills and initiative at work • Staff do not feel encouraged to develop new skills or undertake new/challenging work 	<ul style="list-style-type: none"> • Flexible working policy • Blended working policy and guidance • Regular staff surveys carried out and action plans developed both centrally and locally • Development review process available for all staff • Range of staff training available through the University's learning management system.

<p>Role:</p> <ul style="list-style-type: none">• Conflicting requirements• Unclear role and responsibilities• Unclear requirements placed upon employees• Staff unclear about how to get their work done• Employee unclear on how their role fits into aims of their team and the wider organisation	<ul style="list-style-type: none">• Regular communications to all staff using a range of methods• Development review process available for all staff• Induction training for all new staff• HR job description template and guidance• Range of relevant training for staff available through the University's learning management system to support staff in their role
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