

General Risk Assessment Form		RA ref number:	BTC004	Principal Objectives As appropriate to the task the work activity must be carried out in accordance with the Procedures and Safe Systems of Work.											
Risk Level: Low Activity: Risk Assessment for Town Council Offices and Council Chamber Main users: Council staff, volunteers, and visitors Site/ Specific Location(s): Town Hall and Council Chamber, Beccles				Date of assessment: 17 October 2024 Approved by full council: 1 April 2025 Review date: 17 October 2026 Assessment completed by: (list all names & job titles) – Becky Battledore – Health and Safety Consultant Remedial actions required? Yes											
People Exposed to Risk (mark 'x' in boxes that apply)															
Employee	x	Public	x	Contractor	x	Volunteer	x	N/E Mother	x	Young People	x	Disabled People	x	Lone Worker	x
Minimum PPE required for activity (mark 'x' in boxes that apply)															
Face Mask				Respirator				Gloves				Protective Footwear			
Type (please specify)				Type (please specify)				Type (please specify)				Type (please specify)			
Hearing Protection				Eye Protection				Overalls				Other			
Type (please specify)				Type (please specify)				Type (please specify)				Type (please specify)			
Associated hazards 1. Fire Safety 2. COSHH Compliance 3. Slips, Trips & Falls 4. Manual Handling 5. First Aid 6. Slips, Trips & Falls 7. Electrical Equipment				8. Emergency Procedures 9. Lone working 10. Security Threats 11. DSE / Workstation Assessments 12. Access/Egress 13. Incident reporting 14. Asbestos											

Risk Matrix

Likelihood (The measure of likelihood (probability of something happening))

1	Very unlikely	0 to 20%	The event may occur only in exceptional circumstances
2	Unlikely	21 to 40%	The event could occur at some time
3	Moderate	41 to 60%	The event will occur at some time
4	Likely	61 to 80%	The event could occur in most circumstances
5	Very likely	81 to 100%	The event will occur in most circumstances

Severity (consequence of something happening)

1	Negligible	Minor local first aid treatment (e.g. minor cuts/abrasions) causing minimal work interruption
2	Minor	Injury requiring first aider treatment causing inability to continue with current work activity for 7 days or less. Minimal financial loss or damage
3	Serious	Medical treatment required. RIDDOR over 7 day lost-time injuries. Moderate environmental implications. Moderate financial loss or damage. Moderate loss of reputation. Moderate business interruption
4	Major	Permanent or life changing injuries. RIDDOR major injuries. High environmental implications. Major financial loss or damage. Major loss of reputation. Major business interruption
5	Fatalities	Single or multiple deaths

Risk assessment matrix

Likelihood x Severity = Risk Rating

Level of risk		Likelihood				
5 Fatalities	Severity	5	10	15	20	25
4 Major		4	8	12	16	20
3 Serious		3	6	9	12	15
2 Minor		2	4	6	8	10
1 Negligible		1	2	3	4	5
		1 Very Unlikely	2 Unlikely	3 Moderate	4 Likely	5 Very Likely

	Hazard Type E.g. Slips/ Trips/Falls	Hazard Description How will people be harmed? E.g. Staff may fall over delivery boxes left in walkways within the office.	Controls in place to mitigate risk	Likelihood rating	Severity rating	Risk Rating
1	Fire Safety	Fire incidents due to irregular alarm testing Staff, Volunteers, Visitors	Fire alarms and extinguishers are present. Overall fire risk is low. Fire risk assessment has been conducted by external company in Q3 2024. Deputy Clerk following up with any remedial actions. Staff working upstairs in council offices have been trained on evacuation procedure (smoke hoods to be used due to one exit). All staff are personally responsible for them. *Establish regular fire alarm testing, and address missing smoke seals *Fire evacuation drills to be arranged as per fire safety policy (planned and unplanned) See separate fire risk assessment for full breakdown of fire controls/ panel monitoring.	1 (Very Unlikely)	5 (Fatality)	5 Low
2	COSHH Compliance	Cleaning chemicals are used, but storage is not secure.	Contractors responsible for cleaning the town hall and chambers. *Update COSHH assessments for all chemicals and ensure secure storage as this area is open to the public.	1 (Very Unlikely)	2 (Minor)	2 Low
3	Legionella Control	Legionella exposure from incomplete documentation of bi-annual checks	Bi-annual Legionella checks are in place.	1 (Very Unlikely)	2 (Minor)	2 Low

			Confirm the latest Legionella risk assessment is complete and ensure checks are well-documented.			
4	Manual Handling	Back injuries, strains, and sprains	Training on safe lifting techniques. Use of trolleys and lifting aids for heavy items.	2 (Unlikely)	2 (Minor)	4 Low
5	First Aid / Incident Reporting	Sufficient first aid provisions Lack of access to first aid outside working hours	First aid needs assessment completed to evaluate first aid provisions across Beccles Town Council. Sufficient access to first aid kits for staff during working hours. Those hiring out any BTC areas/rooms to provide their own FA provisions out of hours. Any incidents should be reported to BTC as per the incident reporting procedure. BTC provide refresher training regularly. First aid checklists in place in line with British Standards. Defibrillators are available nearby, with signage indicating locations for easy access in emergencies. Incidents that occur at BTC be reported online via Microsoft forms to BTC main office. QR codes displayed on notice boards around public areas for members of the public to report incidents.	3 (Moderate)	1 (Negligible)	3 Low

			In an emergency members of the public are responsible for calling 999. Posters are displayed to state this in key public areas.			
6	Slips, Trips & Falls	Slips, trips, and falls due to trailing cables or unsecured items Staff, Visitors	Areas checked by staff prior to Council meetings When members of the public go upstairs to the council offices, staff members offer if they need help on the way down to reduce the chance of trips/falls. Signage in place at the entrance of Town Council offices with a 'ring bell' if they would like a member of staff to go down and see them. This reduces the risk. *Cables in the committee room present trip hazards Secure or re-route cables, and inspect regularly for other trip hazards.	2 (Unlikely)	2 (Minor)	4 Low
7	Electrical equipment maintenance	Electric shock, fire from faulty wiring or overloaded outlets.	Regular inspection and PAT testing of equipment . Adherence to safe work practices. *Educate staff on safe use of electrical equipment.	1 (Very Unlikely)	2 (Minor)	2 Low
8	Emergency Procedures	Emergency incidents Staff, Volunteers, Visitors	Sufficient communication and documentation of emergency protocols. New emergency protocols have been written for BTC areas for fire and water safety. Basic emergency procedures exist but are not well communicated. *Anyone hiring or	2 (Unlikely)	3 (Serious)	6 Medium

			using the chamber rooms to be sent a copy of the emergency protocols for evacuating the building. *Run through new emergency procedures with staff and Councillors and practice.			
9	Lone Working	Delayed response in emergencies	Lone working is not a regular occurrence in the Town Offices. If lone working occurs, regular check-ins take place via phone. Clear lone working procedures, including risk escalation steps. *Look to activate 'find my iphone on work phones as an additional control.	1 (Very Unlikely)	2 (Minor)	2 Low
10	Security Threats	Physical assault, verbal abuse, theft. Aggressive behavior from the public, disputes, or confrontations.	Clear reporting protocols for threats on Beccles Town Council incident reporting system Communication devices for immediate assistance. Police to be called if situation becomes threatening to staff. Done on a case by case basis.	2 (Unlikely)	3 (Serious)	6 Medium
11	Ergonomics and Display Screen Equipment (DSE)	Musculoskeletal injuries from prolonged use of office equipment, poor workstation setup. Staff, especially those using computers regularly.	Basic ergonomic furniture is provided. DSE/ Workstation Assessment Policy has been written in 2024 and is in the process of being implemented. *Conduct DSE assessments for staff who use computers regularly. Provide	1 (Very Unlikely)	2 (Minor)	2 Low

			ergonomic training guidance on correct workstation setup and posture.			
12	Incident Reporting	Incidents that occur in the town hall and council chambers, being able to report them in a timely manner.	Incidents that occur at BTC be reported online via Microsoft forms to BTC main office. QR codes displayed on notice boards around public areas for members of the public to report incidents. In an emergency members of the public are responsible for calling 999. Posters are displayed to state this in key public areas. All incidents involving security threats should be documented, with footage from body cameras reviewed if needed for clarity and follow-up actions.	1 (Very Unlikely)	3 (Serious)	3 Low
13	Access and Egress	Difficulty evacuating in an emergency, especially for those with mobility issues	Fire exits are present, but accessibility may not be fully assessed. Those with limited accessibility to have meetings on the ground level of building. Routes are clearly marked, unobstructed, and appropriate signage is in place	2 (Unlikely)	3 (Serious)	6 Medium
14	Asbestos	Exposure to asbestos fibers if present and disturbed during maintenance or repair work. Staff, Maintenance Workers, Contractors	Unknown – no mention of an asbestos survey. *Asbestos surveys have been arranged and completed by external company. Town Clerk awaiting reports. *If asbestos is found within the building ensure contractors are informed about any asbestos locations prior to work.	2 (Unlikely) (*subject to change once asbestos surveys have been received)	4 (Major)	8 Medium
15						

16						
17						
19						
20						

Remedial Actions

Try to reduce the risk to below 5 as much as possible. If this is not achievable, provide justification. If a risk rating is above 5, action must be taken to reduce it to a safe level. Record the actions taken below

Action	Assigned to	Date Assigned	Timescale	Completion Date
*Establish regular fire alarm testing, and address missing smoke seals				
*Fire evacuation drills to be arranged as per fire safety policy (planned and unplanned)				
*Update COSHH assessments for all chemicals and ensure secure storage as this area is open to the public.				
*Cables in the committee room present trip hazards Secure or re-route cables, and inspect regularly for other trip hazards.				
*Educate staff on safe use of electrical equipment.				

Anyone hiring or using the chamber rooms to be sent a copy of the emergency protocols.				
*Run through new emergency procedures with staff and Councillors and practice.				
*Look to activate 'find my iphone on work phones as an additional control.				
*Conduct DSE assessments for staff who use computers regularly. Provide ergonomic training guidance on correct workstation setup and posture.				
*Asbestos surveys have been arranged and completed by external company. Town Clerk awaiting reports.				
*If asbestos is found within the building ensure contractors are informed about any asbestos locations prior to work.				

Note

Everyone involved in the task or activity risk assessed must be briefed on the hazards, risks and controls to mitigate the risk.

Managers are responsible for training and briefing staff on this risk assessment. Staff should sign to declare they have read and understood the risk assessment. If they have any questions they should address them to their Manager or Author of the risk assessment.

END OF RISK ASSESSMENT