

MANAGEMENT OF HEALTH AND SAFETY AT WORK REGULATIONS 1999

DEPARTMENT	PRACTICE NAME HERE	REF NO.	RA 23
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TASK/OPERATION BEING ASSESSED	Meeting/Interviewing clients WITHIN the Solicitors Practice
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PURPOSE/METHOD OF WORK
Meeting/Interviewing clients within premises, including offices in other areas/districts – WITHIN NORMAL WORKING HOURS

SPECIFIC LEGISLATIVE REQUIREMENTS
Health and Safety at Work Act Management of Health and Safety at Work Regulations Workplace, Health Safety and Welfare Regulations

LEVEL OF SKILL/TRAINING REQUIRED
Professional/Competence/Training Personal safety/Assault/violence training

CHEMICALS/MATERIALS INVOLVED	HSC NO.	ASSESSMENT DATE
N/A	N/A	N/A

SPECIFIC WORK EQUIPMENT PROVIDED
Panic Alarm

MAIN HAZARDS IDENTIFIED	WHO WILL BE AFFECTED	CONTROL MEASURES TO REDUCE THE RISK
DRIVING TO/FROM VENUE	Driver/Passenger	<ul style="list-style-type: none"> - Ensure level of driving competence (eg current driving licence, insurance etc) - Policy on defensive driver training for those expected to drive service vehicles
CLIENTS ARRIVAL AT OFFICE	Reception staff and other office staff	<ul style="list-style-type: none"> - Pre-arranged timetable of meetings/daily sheet of times and names of clients expected. This should be issued to reception staff and be easily accessible. - Indication as to any danger posed by pre-arranged visitors – ie yellow or red dot etc. Information could be attached to the daily sheet - Access beyond Reception to be under the control of authorised staff. - Clients are unable to gain access to other areas of the premises from the main entrance, without supervision. Clients should be met at the main Reception and escorted to area where interview is to take place. This would reduce the risk of unauthorised access to other areas of premises
CLIENTS ARRIVAL WITH UNEXPECTED RELATIVE/COLLEAGUE ETC	Reception staff and other office staff	<ul style="list-style-type: none"> - Notify Reception and assess most suitable arrangements regarding the relative/colleague etc – ie retain in Reception if necessary ask to return later, assess whether the interview should go ahead etc.
REACTIONS OF CLIENTS DURING INTERVIEW	Interviewers – ie Solicitors etc	<ul style="list-style-type: none"> - Ensure familiarity with management plan which should give clear indication of clients background and temperament - If client prone to violent reaction, then assess necessity for a second person to be present - Training for interviewers in recognising and dealing with potential confrontation - Interviewers must be aware of establishments' emergency procedures ie panic alarms, backup arrangements etc

MANUAL HANDLING RISK	
Has a manual handling risk been identified?	YES/ <u>NO</u>
Is the risk considered to be	Low/Medium/High
Is a further detailed assessment required?	YES/ <u>NO</u>
If the answer to the above question is YES a separate manual handling assessment will be required to fulfil the requirements of the Manual Handling Operations Regulations 1992.	
NOT APPLICABLE	

PERSONAL PROTECTIVE EQUIPMENT REQUIRED	
NOT APPLICABLE	
Is training and instruction required	YES/NO
Is there need for special accommodation	YES/NO
Is there need for test/examination	YES/NO
Is all P. P. E. compatible	YES/NO

FREQUENCY OF MONITORING				
N/A	3 Months	6 Months	1 Year	> 1 Year
			YES	

ASSESSMENT REVIEW PERIOD				
< 1 Year	2 Years	3 Years	4 Years	> 4 Years
	YES			

Signed -----

Post/Title -----

Date -----