

Example risk assessment for car parking attendants

Setting the scene

Smith's Car Park Operators provide parking management services to a local authority. This involves services for ten car parks, two of them multi-storey, plus on-street parking including taking enforcement such as issuing parking tickets. The company sub-contracts vehicle clamping and removal services.

The company's control room is at the town centre multi-storey car park, where there are toilet facilities, a kitchen for preparing drinks and hot food, and a mess room.

Important reminder

This example risk assessment shows the kind of approach a small business might take. Use it as a guide to think through some of the hazards in your business and the steps you need to take to control the risks. Please note that it is not a generic risk assessment that you can just put your company name on and adopt wholesale without any thought. This would not satisfy the law – and would not be effective in protecting people.

Every business is different – you need to think through the hazards and controls required in your business for yourself.

To service this contract, the company employs 40 people, full-time and part-time. Eight do mainly clerical jobs, and the rest are parking attendants (PAs) working shifts of 6.00-14.00, 14.00-22.00 and 22.00-6.00, seven days a week. They work in teams, each team led by a supervisor who reports to the contract manager. Four of the car parks are open at night, including both multi-storey car parks, and eight staff work nights.

The contract manager did the risk assessment for PAs.

How was the risk assessment done?

The manager followed the guidance in *Five steps to risk assessment* (www.hse.gov.uk/pubns/indg163.pdf).

1 To identify the hazards, the manager:

- looked at HSE's businesses web pages for free health and safety advice (www.hse.gov.uk/business), at the web pages on work-related violence (www.hse.gov.uk/violence/index.htm) and found useful online winter slip and fall safety tips (www.oehs.wayne.edu/winterslip.htm).
- visited the car parks that the PAs will visit, and the routes to those car parks, and used his knowledge and experience to consider the risks that PAs will be exposed to, taking HSE's guidance into consideration; and

- talked to supervisors, PAs and the safety representative to learn from their knowledge and experience, and listen to their concerns and opinions about health and safety issues.
- 2 The manager then wrote down who could be harmed by the hazards and how.
- 3 For each hazard, he wrote down what controls, if any, were in place to manage these hazards. He then compared these controls to the guidance provided on HSE's website. Where he noticed existing controls were not good enough, he wrote down what else was needed to control the risk.
- 4 He put the risk assessment into practice, writing down when the actions that were needed would be done and who would do them. He ticked each action as it was completed. He discussed the findings with staff, put the risk assessment up in the mess room for all staff to see and made it part of the induction process for new staff.
- 5 He decided to review and update the risk assessment every year, or straightaway if any major changes in the workplace happened.

Company name: Smith's Car Park Operators Date of risk assessment: 1/10/07

Risk assessment for Parking Attendants (PAs)

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Done
Lone working	PAs may experience stress and/or injury from verbal abuse, and/or assault, from members of the public – particularly when taking enforcement action. PAs are also at risk of robbery when emptying parking machines and meters.	<ul style="list-style-type: none"> ■ All PAs have had conflict management training. ■ All PAs carry two-way radios for communicating with control room and are trained in using them. ■ Supervisors always know where PAs are working and make regular radio calls to check their welfare. ■ Emergency procedures in place should PAs not respond to radio calls. ■ Staff trained in safe systems of work for emptying machines and meters, eg not to resist robbery. ■ Car parks well lit and maintenance programme ensures that broken lights etc are promptly replaced. ■ All instances of abuse/assault investigated to see if lessons can be learnt. 	<ul style="list-style-type: none"> ■ Remind staff that they can speak to supervisors, managers or the safety representative if they have any concerns about their safety and security. 	Manager	15/10/07	4/10/07
			<ul style="list-style-type: none"> ■ Remind staff that if their radio fails when on patrol, to return to the control room at once to replace it. 	Manager	15/10/07	4/10/07
Weather extremes	PAs risk discomfort and possible ill health from exposure to weather extremes, including sunburn.	<ul style="list-style-type: none"> ■ PAs provided with suitable PPE including warm, waterproof clothing for cold, wet weather. ■ Uniform requirements relaxed during hot weather, eg no jacket required. ■ Staff trained in risks of sunburn and wide-brim hats and sun cream provided. 	<ul style="list-style-type: none"> ■ No further action needed at this stage. 			
Fatigue	PAs may suffer fatigue, and sore feet, through too much walking.	<ul style="list-style-type: none"> ■ Work arrangements allow PAs to take regular breaks, at places where they can sit down in a sheltered, warm area. 	<ul style="list-style-type: none"> ■ No further action at this stage. 			
Slips and trips	PAs may be injured if they trip over objects or slip on spillages in the street, or in the control room.	<ul style="list-style-type: none"> ■ PAs provided with comfortable, strong shoes with a good grip. ■ PAs trained in reducing risk of slips and trips. ■ Car parks well lit. ■ General good housekeeping in most control room areas. 	<ul style="list-style-type: none"> ■ Remind PAs to improve housekeeping in staff kitchen and mess room, eg clear up spills more promptly. 	Manager	15/10/07	1/10/07
			<ul style="list-style-type: none"> ■ Remind PAs to report holes and trip hazards in car parks so these can be dealt with. 	Manager	15/10/07	1/10/07

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Done
Transport/struck by vehicles	PAs risk being struck by vehicles and injured.	<ul style="list-style-type: none"> ■ PAs trained to stay on the pavement and in a safe location at all times, including when taking vehicle details. ■ PAs use marked pedestrian walkways in car parks. ■ PAs trained in pedestrian safety. 	<ul style="list-style-type: none"> ■ No further action needed at this stage. 			
Emptying parking machines and meters	PAs risk injury, particularly to hands and fingers, from emptying machines and meters.	<ul style="list-style-type: none"> ■ PAs trained in emptying machines and meters. 	<ul style="list-style-type: none"> ■ No further action needed at this stage. 			

Assessment review date: 1/10/08