

# 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 and includes taking enforcement action 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.

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 am to 2.00 pm, 2.00 pm to 10.00 pm and 10 pm to 6.00 am, 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 contract manager first looked at relevant guidance on the HSE website including:

- The health and safety toolbox: How to control risks at work ([www.hse.gov.uk/toolbox/index.htm](http://www.hse.gov.uk/toolbox/index.htm))
- Work related violence (see [www.hse.gov.uk/violence/index.htm](http://www.hse.gov.uk/violence/index.htm))

He then identified the hazards in his business. He did this by:

- visiting the car parks that the PAs will visit, and the routes to those car parks, and using his knowledge and experience to consider the risks that PAs will be exposed to, taking HSE's guidance into consideration
- talking 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
- looking at the accident book to learn what had previously resulted in incidents or near misses

As he identified the hazards he thought about who could be harmed by them and how accidents might happen.

He noted what was already being done to control the risks and considered whether he needed to do anything more. He then recorded any further action required.

## How to use this example

**This example risk assessment shows a wide range of hazards that might be present in this type of small business. It can be used as a guide to help you think through some of the hazards in your business and the steps you need to take to control the risks.**

**However, this is not a generic risk assessment. Every business is different. To satisfy the law you must identify and assess the hazards your business poses, think through the controls required to provide effective protection to people who may be affected by them, and record the significant findings from your risk assessment of your business.**

Putting the risk assessment into practice, the contract manager set out what actions needed to be taken, who would do them and by when. He displayed a copy of the risk assessment in the control room where all staff could see it and discussed his findings with them.

He decided to review the risk assessment whenever there were any significant changes such as new work activities or staff.

Company name: Smith's Car Park Operators Date of risk assessment: 01/10/12

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	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"> <li>■ All PAs have had conflict management training</li> <li>■ All PAs carry two-way radios for communicating with control room and are trained in using them</li> <li>■ Supervisors always know where PAs are working and make regular radio calls to check their welfare</li> <li>■ Emergency procedures in place should PAs not respond to radio calls</li> <li>■ All PAs trained in safe systems of work for emptying machines and meters</li> <li>■ Car parks well lit and maintenance programme ensures that broken lights etc are promptly replaced</li> <li>■ All instances of abuse/assault investigated to see if lessons can be learnt</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind staff that they can speak to supervisors, managers or the safety representative if they have any concerns about their safety and security</li> </ul>	Manager	15/10/12	4/10/12
			<ul style="list-style-type: none"> <li>■ Remind PAs that if their radio fails when on patrol, to return to the control room at once to replace it</li> </ul>	Manager	15/10/12	4/10/12
Transport / Struck by vehicles	PAs risk being struck by vehicles and injured.	<ul style="list-style-type: none"> <li>■ PAs encouraged to stay in a safe location at all times, including when taking vehicle details</li> <li>■ PAs use marked pedestrian walkways in car parks</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action needed at this stage</li> </ul>			
Slips and trips	PAs may be injured if they slip on spillages or trip over objects.	<ul style="list-style-type: none"> <li>■ PAs provided with comfortable, strong footwear with a good grip</li> <li>■ Car parks well lit</li> <li>■ General good housekeeping in most control room areas</li> </ul>	<ul style="list-style-type: none"> <li>■ Remind PAs to improve housekeeping in staff kitchen and mess room, eg clear up spills more promptly</li> </ul>	Manager	15/10/12	1/10/12
			<ul style="list-style-type: none"> <li>■ Remind PAs to report holes and trip hazards in car parks so these can be dealt with</li> </ul>	Manager	15/10/12	1/10/12
Weather extremes	PAs risk discomfort and possible ill health from exposure to weather extremes.	<ul style="list-style-type: none"> <li>■ PAs provided with suitable PPE including warm, waterproof clothing for cold, wet weather</li> <li>■ Uniform requirements relaxed during hot weather, eg no jacket required</li> <li>■ Staff aware of risks of sunburn</li> <li>■ Work arrangements allow PAs to take regular breaks, at places where they can sit down in a sheltered, warm area</li> </ul>	<ul style="list-style-type: none"> <li>■ No further action needed at this stage</li> </ul>			

Assessment review date: 01/10/13