

Example risk assessment for a betting office

Setting the scene

The manager did the risk assessment in this betting office, which is located on a busy high street. The shop is open every day, from 10.30 am to the end of afternoon racing. Six people are employed there, working morning, afternoon and weekend shifts.

At the rear of the shop is a staff toilet and bathroom and a small kitchen where staff can make hot drinks, prepare food, and store the first-aid kit etc.

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.

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 website, to learn where hazards can occur, including the pages for small businesses and the free leaflet, *An introduction to health and safety*;
- walked around the office and other areas, noting things that might pose a risk and taking account of what was learnt from HSE's guidance. Occasional activities, such as changing promotional displays or changing light bulbs, were also considered;
- talked to members of staff to learn from their knowledge and experience, and to listen to their concerns and opinions about health and safety issues in the office; and
- looked at the accident book, to understand what has previously resulted in incidents.

- 2 The manager then wrote down who could be harmed by the hazards and how.
- 3 For each hazard, the manager wrote down what controls, if any, were in place to manage these hazards. They then compared these controls to the good practice guidance on the HSE website. Where existing controls were not considered good enough, the manager wrote down what else needed to be done.
- 4 The manager discussed the findings with staff and pinned the risk assessment up in the kitchen for everyone to see. The necessary improvements that the risk assessment identified were put into practice.
- 5 The manager decided to review and update the risk assessment every year, or straightaway if major changes in the workplace happened.

Company name: Smith's Betting Office

Date of risk assessment: 1/7/07

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Robbery, violence and threatening behaviour inside the office. Verbal abuse.	Staff may suffer stress and/or injury from assaults, threats and abuse from members of the public.	<ul style="list-style-type: none"> ■ Staff trained not to resist a robbery. ■ CCTV installed and clearly visible. ■ Read HSE publication <i>Working alone: Health and safety guidance on the risks of lone working</i> (www.hse.gov.uk/pubns/indg73.pdf), conducted lone working risk assessment and considered the risks to any staff working alone when/where necessary. ■ Panic alarm located out of sight. ■ All incidents recorded in 'incident book'. ■ Staff trained to provide good, polite service and not to confront customers. ■ Gaming machines emptied at quiet times. ■ Cashing up is done out of customers' sight. 	<ul style="list-style-type: none"> ■ Contact local police station for advice on what else can be done (eg safe procedures for opening up and closing). 	Manager and staff	7/7/07	6/7/07
			<ul style="list-style-type: none"> ■ Manager to talk to staff about coping with disputes. 	Manager	14/7/07	14/7/07
			<ul style="list-style-type: none"> ■ Ensure incidents of abuse investigated so lessons can be learnt. 	Manager	As required	
Robbery, violence and threatening behaviour outside the office	Staff may suffer stress and/or injury from robbery when taking cash to the bank.	<ul style="list-style-type: none"> ■ Trips to the bank made at different times during the week. ■ Staff taking cash to the bank carry a personal alarm and mobile phone. ■ If a taxi is used, it is pre-booked and the number of the cab recorded. 	<ul style="list-style-type: none"> ■ Contact local police station for advice on what else can be done. 	Manager	7/7/07	6/7/07
Slips and trips At doorways (rain), spillages.	Staff/customers risk fractures or bruises if they trip over objects or slip on spillages, and fall.	<ul style="list-style-type: none"> ■ Staff 'clean as they go'. ■ Floor only mopped when shop is closed. ■ Doormats at entrance in wet weather. ■ Good lighting in all areas. 	<ul style="list-style-type: none"> ■ Repair damaged floor tile near counter. ■ Put down larger doormats to stop rainwater being walked in beyond mats. 	Manager to ensure action on both issues.	31/7/07	29/7/07
Musculoskeletal disorders	Some staff working intensively at computers without adequate breaks may get pain in hands and arms.	<ul style="list-style-type: none"> ■ Staff tell the manager if they have pains they believe are associated with using computer terminals. 	<ul style="list-style-type: none"> ■ No further action for now. 			

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Work at height Changing light bulbs, cleaning TV screens.	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> ■ Appropriate stepladder in good condition provided, if needed, and staff know how to use it safely. 	<ul style="list-style-type: none"> ■ Remind staff to always use the stepladder when working at height and not to stand on chairs or other furniture. 	Manager	20/7/07	17/7/07
Contact with bleach and other cleaning chemicals	Staff (who clean) risk skin irritation or eye damage from direct contact with cleaning chemicals. Vapour may cause breathing problems.	<ul style="list-style-type: none"> ■ Mops, brushes and strong rubber gloves are provided and used. ■ Staff shown how to use cleaning products safely, eg follow instructions on the label, dilute properly and never transfer to an unmarked container. 	<ul style="list-style-type: none"> ■ Replace 'irritant' chemicals with milder alternatives, where possible. 	Manager	20/7/07	20/7/07
			<ul style="list-style-type: none"> ■ Staff reminded to check for dry, red or itchy skin on their hands. 	Manager, then all staff	07/7/07	06/7/07
			<ul style="list-style-type: none"> ■ Staff reminded to wash gloves before taking them off carefully and store them in 	Manager, then all staff	07/7/07	06/7/07
Electrical Faulty building wiring, faulty electrical appliances.	Staff could get electrical shocks or burns from faulty electrics, including portable electrical equipment – heaters, fans etc.	<ul style="list-style-type: none"> ■ Staff trained to spot and report to manager any defective plugs, discoloured sockets, damaged cable and on/off switches, and to take any defective equipment out of use. ■ Staff know where the fuse box is and how to safely turn the electricity off in an emergency. ■ Clear access to the fuse box. ■ Qualified electrician does regular checks on televisions. 	<ul style="list-style-type: none"> ■ Qualified electrician does safety check of building electrics every five years. 	Manager to ask landlord when next safety check due.	20/7/07	19/7/07
Fire Smoking, faulty electrics, arson.	If trapped, staff could suffer from smoke inhalation/burns.	<ul style="list-style-type: none"> ■ Fire risk assessment done, see www.communities.gov.uk/fire and necessary action taken. 	<ul style="list-style-type: none"> ■ Remind staff to keep backyard gate locked out of hours to stop intruders getting in. 	Manager	20/7/07	20/7/07

Assessment review date: 1/7/08