WORKPLACE VIOLENCE

Risk Assessment

A practical five-point review for employers managing violence, aggression and public-facing risk.

How to use this assessment Complete it with workers and managers. Use evidence from real work, assign actions, then retain the completed record within your safety management system.

ORGANISATION / SERVICE	**ASSESSMENT AREA OR ACTIVITY**
ASSESSOR AND ROLE	**ASSESSMENT DATE**
PEOPLE CONSULTED	**REVIEW DATE**

1 IDENTIFY HAZARDS

- ☐ Consult workers and representatives about abuse, threats, near misses and unreported concerns.
- ☐ Identify the roles, tasks, decisions, locations and contact channels with foreseeable risk.
- ☐ Review incident, complaint, absence and service data for patterns and repeat concerns.
- ☐ Consider people who may face different or additional risk without making assumptions about them.

NOTES

2 ASSESS THE RISKS

- ☐ Record who might be harmed and how, including workers, contractors, visitors and members of the public.
- ☐ Judge likelihood and potential severity using evidence from the work rather than assumptions.
- ☐ Test existing controls against actual exposure, including lone working, locations and contact channels.
- ☐ Identify further action, owners and timescales where current controls are insufficient.

NOTES

3 CONTROL THE RISKS

- ☐ Consider whether contact, queues, payments, enforcement or refusal decisions can be removed, reduced or redesigned.

☐	Check staffing, visibility, access, escape routes, barriers, communication and access to help.
☐	State what staff may do, when to seek help and when to pause, end or leave an interaction.
☐	Ensure training reflects real work, local procedures and the limits of each worker's role.
☐	Confirm emergency, police, safeguarding, clinical and specialist escalation routes.
NOTES	

4 RECORD YOUR FINDINGS

☐	Record significant findings: the hazard, who may be harmed, how harm could occur and controls in place.
☐	Make incident and near-miss reporting quick, accessible and usable.
☐	Record gaps and actions with a named owner, due date and completion evidence.
☐	Keep internal incident recording distinct from statutory RIDDOR reporting.
NOTES	

5 REVIEW THE CONTROLS

☐	Check whether controls work in practice and repeat the review after incidents, changes or credible concerns.
☐	Review immediate physical and psychological welfare for those directly involved and witnesses.
☐	Preserve relevant records and digital material without continuing unsafe contact.
☐	Update the assessment, procedures, information and training when findings require it.
NOTES	

Priority action record

Translate each material gap into an owned action. Record completion evidence rather than relying on intention alone.

GAP OR ACTION	OWNER	PRIORITY	DUE DATE	COMPLETION EVIDENCE

Assessment decision

OVERALL JUDGEMENT	
IMMEDIATE ACTION REQUIRED	
RESPONSIBLE MANAGER	
APPROVAL AND REVIEW DATE	

Important limits

This tool supports, but does not replace, a suitable and sufficient risk assessment or competent advice. Adapt it to the work, people, environment and known incident pattern. Check current HSE and RIDDOR guidance and seek specialist legal, equality, safeguarding, clinical or data-protection advice where required.

Evidence base and further guidance

HSE: Violence and aggression at work; HSE: Steps needed to manage risk; Health and Safety at Work etc. Act 1974, section 2; Management of Health and Safety at Work Regulations 1999, regulation 3. Visit safetysolutionstraining.co.uk/knowledge for maintained employer guidance.