

Public Sector Staff Impact Assessment Framework

What is happening for this member of staff?

Consider the impact on the staff member

Indicators of **service user** impact

- coercive control
- harassment
- intimidation
- bombardment
- stalking
- belittling
- manipulation

NB The assumption here is that all work is carried out on co-production principles. Negative service user impact is where the service user departs from this principle and causes emotional harm to the practitioner, often in a similar way to how she or he operates within their family

Indicators of **wider job** impact

- losing energy
- losing confidence
- having nothing more to give (repeatedly giving of yourself in 'emotional labour')
- losing track of 'my skills', feeling de-skilled
- worrying about work unduly.

Indicators of **insufficient support**

- experiencing advice as threatening
- experiencing management decisions as invasive
- feeling isolated
- a downward spiral not interrupted by the organisation e.g., excess workload.

Indicators of **stress**

- a learning disturbance
- underperformance
- mild anxiety - more generally this is at epidemic levels and is associated with greater levels of uncertainty, fear and a heightened sense of being at risk and threatened.