



Use this guide after a stress risk assessment, employee consultation or other evidence has identified a workplace stress risk that needs action. The action plan turns findings into clear responsibilities, timescales and review evidence.

When should you use an action plan?

- When a stress risk assessment identifies a risk or weakness in existing controls.
- When employee feedback highlights a work-related pressure that needs to be addressed.
- When an agreed action needs a named owner, target date and follow-up.
- When you need a clear record of what was decided, what was done and whether it worked.

What should a good action plan record?

1. The issue Describe the workplace factor or risk in plain terms.	2. The action Record the practical step that will be taken.	3. Ownership Name the person responsible for taking it forward.
4. Timescale Set a realistic target and review date.	5. Employee input Record how employees will be consulted or kept informed.	6. Evidence of impact Decide how you will know whether the action has helped.

What does a useful action look like?

Avoid vague actions such as “monitor workload” or “improve communication”. A stronger action says what will change, who will do it, by when, and what evidence will be reviewed.

Finding	Workload regularly peaks during annual leave, leading to overtime, missed breaks and backlogs.
Action	Map peak periods eight weeks ahead, agree minimum staffing levels and cross-train cover for critical tasks.
Review evidence	Compare overtime, missed breaks, backlog levels and employee feedback after the next peak period.

Important: This template supports a structured approach to managing work-related stress. It should be adapted to your organisation and does not replace competent legal, medical or health and safety advice where this is needed.

Stress Risk Action Plan - Worked Example



Illustrative example only. Use it to see the level of detail that can make an action plan useful and reviewable.

Organisation Example Organisation Ltd	Assessment area / team Customer Services	Completed by A. Manager - Operations	Date opened 8 August 2026
Risk / issue identified Seasonal workload peaks during annual leave, creating sustained pressure, overtime and backlogs.	Who may be affected? Customer service advisers and team leaders	Priority High	Target review date 30 September 2026

Action tracker

Action to be taken	Owner	Target date	Employee communication / consultation	Success measure / evidence	Review date	Status / outcome
Map expected workload peaks eight weeks ahead and agree minimum staffing levels for critical periods.	Operations Manager	21 Aug 2026	Discuss draft plan at team meeting and invite comments before finalising.	Peak-period rota agreed; fewer unplanned overtime requests; employee feedback reviewed.	30 Sep 2026	In progress
Cross-train two additional employees to provide cover for priority tasks during planned leave.	Team Leader	5 Sep 2026	Explain purpose and training arrangements to the team.	Cover available on agreed tasks; backlog compared with previous peak period.	30 Sep 2026	Planned
Review break arrangements during peak weeks and ensure managers actively monitor missed breaks.	Team Leaders	Immediate	Remind staff how to raise concerns if workload prevents breaks.	Break records / feedback indicate whether missed breaks remain a concern.	30 Sep 2026	Ongoing

Action Plan Review Record - Worked Example



Use this page at the agreed review point. Record whether actions were completed and whether the risk has reduced, not simply whether a task was ticked off.

Review summary

Organisation Example Organisation Ltd	Assessment area / team Customer Services	Review completed by A. Manager - Operations	Review date 30 September 2026
Original risk / issue Seasonal workload peaks during annual leave	Actions reviewed Workload planning, cross-training and break monitoring	Next review date 15 December 2026	Status Revised / continue monitoring

What happened after the actions were introduced?

What changed? Peak periods were mapped in advance, extra cover was trained and break monitoring was introduced.	What evidence was reviewed? Rotas, overtime records, backlog information and feedback raised at team meetings.	Did the risk reduce? Pressure reduced during the trial period, although short-notice absence can still create workload spikes.
What remains outstanding? Complete cross-training for one further task and improve cover for unexpected absence.	Is further action needed? Yes. Keep staffing levels under review and agree contingency cover before the next peak period.	What happens next? Continue the revised controls and review again in December after the next high-demand period.

Sign-off / next review

Reviewed by A. Manager	Role Operations Manager	Date 30 September 2026	Next review date 15 December 2026
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Keep this review with the original stress risk assessment and action plan so there is a clear record of what was identified, what was done and what happened next.