

**Activity Listening Ear**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Inappropriate intervention | Service Users mental health could be harmed | Coordinator of Listening Ear is well trained, experienced therapist/supervisor  Monthly zoom meeting  Weekly contact with volunteers  Volunteers can contact therapist to discuss proposed interventions. | None |  | n/a |  |
| Exploitation of Service Users e.g. financial exploitation | Service Users could be harmed by financial or emotional exploitation | Any exchange of addresses must be cleared with Listening Ear Coordinator  Person organising Listening Ear is well trained experienced therapist/supervisor | Guidance for service users re personal details has been compiled and shared |  | n/a |  |
| Risk to volunteers’ mental health | Volunteers’ mental health could be harmed because of inability to hold boundaries and/or repeated exposure to distressing material | Coordinator of Listening Ear is well trained experienced therapist/supervisor  Volunteers can contact coordinator to discuss proposed interventions.  Bi -monthly zoom meeting  contact with volunteers | None |  | n/a |  |

Next review date 2023