

## RISK ASSESSMENT

**TOPIC : Counselling Sessions**

**REFERENCE : Fife Alcohol Support Services**

WORK ACTIVITY		HAZARD	RISK (H-M-L)	CONTROL MEASURES REQUIRED	IN PLACE	FURTHER ACTION REQUIRED	
Ref No	Description					By when	Person responsible
1	Counselling sessions planning	Misinformation, not considering all eventualities and not preparing contingency plans.	M	<ul style="list-style-type: none"> <li>Set clear and achievable objectives.</li> <li>Instruction and information about session and client.</li> <li>Choose location/room where there is less likelihood of disturbance or interruption.</li> <li>Manager to have itinerary of counsellors sessions</li> <li>Means of communications established.</li> </ul>	√		Sarah White Head of Services
2	Venue safety	Disruption, unsuitable rooms	M	<ul style="list-style-type: none"> <li>Venues predetermined with visits to ensure suitability.</li> <li>Discussions with owner/landlord regarding use of rooms.</li> <li>On site staff aware of counselling sessions and possible outcomes.</li> <li>Counsellor to be aware of fire evacuation procedures.</li> <li>Counsellor to arrive early to check room and ask staff about any issues that may disrupt the session.</li> <li>Sign in and out depending on location.</li> </ul>	√		Sarah White Head of Services

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3	Disorder	Physical and verbal abuse to counsellor.	L	<ul style="list-style-type: none"> <li>• Clients vetted in case of personality clashes.</li> <li>• Counsellor to constantly monitor client and read body language and verbal responses.</li> <li>• Expulsion from session if being verbally or physically abusive.</li> <li>• Awareness of de-escalating techniques</li> </ul>	√		Sarah White Head of Services
4	Lone working	Physical and verbal abuse to counsellor. Lack of communication with counsellor	M	<ul style="list-style-type: none"> <li>• Manager and or on-site staff to be aware of times for sessions.</li> <li>• Text messages or WhatsApp prior to and at the end of session</li> <li>• Follow guidance in Lone Working Policy.</li> </ul>	√		Sarah White Head of Services
5	Loss of contact	Loss of communication with counsellor	M	<ul style="list-style-type: none"> <li>• Ensure signing in processes depending on location.</li> <li>• On-site staff to be given timings of sessions.</li> <li>• Checks by onsite staff and manager if longer than ten minutes of planned session.</li> <li>• Escalation process if no contact can be made.</li> <li>• Use of GPS or lone working monitoring systems.</li> </ul>	√		Sarah White Head of Services

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6	Debriefing sessions	Failure to miss critical behaviours	M	<ul style="list-style-type: none"> <li>Regular discussions with manager re clients behaviour and manner.</li> <li>Changes in strategy depending on how client is reacting or progressing.</li> </ul>	√		Sarah White Head of Services
7	Stress	Subjected to physical or verbal abuse. Case workload, nature and outcomes of sessions.	M	<ul style="list-style-type: none"> <li>Only fully qualified counsellors to carry out sessions</li> <li>Managers to assess workload and content of sessions.</li> <li>Managers to monitor counsellors wellbeing.</li> </ul>	√		Sarah White Head of Services
8	Stalking and harassment	Unwanted attention	M	<ul style="list-style-type: none"> <li>Establish clear boundaries.</li> <li>Protect your own privacy.</li> <li>Highlight to manager any issues</li> <li>Debriefing sessions</li> <li>In house counselling services</li> </ul>	√		Sarah White Head of Services

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