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| **Hazards** | **People at Risk** | **Action: steps taken to remove or reduce the level of risk** | **Level of risk after action taken: Low, medium or high\*** |
| Security and privacy concerns | * Client * Therapist | * Safeguards include: all devices used have latest versions of spy and malware and be regularly updated. * Our platform Google Meet has encryption and security that meets GDPR regulations * Clients advised to use to use updated devices. * Clients advised to choose location where sessions are not overheard. * Passwords or any sensitive information not to be stored on laptops or devices. | Low |
| Safeguarding – client sharing inappropriate content | * Therapist | * Client to be given a list of Do’s and Don’ts of therapy. * Specific advice on conduct during sessions. * Therapists advised to end session where the content is inappropriate deemed offensive. * Limited information is shared online, use of only first names and no mention of addresses, telephone numbers or other information that could be traceable to the client or therapist. | Medium |
| Safeguarding – therapist sharing inappropriate content | * Client | * All sessions are solely done on our specified platform Google Meet with invitations sent to parents and also a school representative where appropriate. * Therapist given additional training on conducting online therapy. * Channels of complaint and raising safeguarding made available to clients and parents. | Low |
| Confidentiality   * Personal Information being divulged | * Client * Therapist | * All sessions are solely done on our specified platform Google Meet with invitations sent to parents and also a school representative where appropriate. * Client can press end to stop session. * Limited information is shared online, use of only first names and no mention of addresses, telephone numbers or other information that could be traceable to the client or therapist. * Channels of complaint and raising safeguarding made available to clients and parents. | Low |
| IT/Tech Issues   * Poor connection interfering with session * Google Meets not working * Screen Visibility | * Client * Therapist | * We have self-certified all therapists’ internet connections – due to lockdown slow rates are expected but should not interfere with sessions. * Tech persons allocated – Lydia and Mohammed and to be contacted at any time. They can support therapist and client. * All therapists to have trial sessions with therapists on the team. * Therapists and Families provided with step by step guides. | Low |
| Location | * Client * Therapist | * Bedroom or bathroom are not to be used as a setting for sessions for either the client or therapist. | Low |
| Competence in teletherapy | * Client * Therapist | * Therapists should feel competent to carry out teletherapy. * Step by step guides provided for therapist and families. * Therapists have had time to prepare, research, attend CPD webinars on teletherapy. * Phone support for parents. | Low |
| Appropriateness for services | * Client | * Not all clients or interventions are appropriate for teletherapy services. Therapist to identify criteria for clients who are appropriate for this kind of intervention and carefully screen clients to ensure they meet these criteria. Clients who are high risk or who need extensive support between sessions are not likely to be good candidates for teletherapy. They will be offered telephone reviews and resources sent through the post. | Low |
| Informed consent | * Client | * We will be collecting informed consent through consent forms which will detail all risks and issues with this mode of therapy, such as technology, security, confidentiality and billing. | Low |
| Emergency/crisis services | * Client | * A plan in place for dealing with crisis situations from a distance as opposed to being in person. * The plan should include appropriate safeguarding referrals, emergency actions if faced with acts that place client in any danger (such as an abusive home). * The plan will identify an appropriate person at the client’s school to raise issues with. | Low |
| Accessibility for those with physical disabilities | * Client | * Online therapy provides accessibility to individuals who are disabled or housebound. * We will provide assistance to | Low |
| Cultural awareness | * Client * Therapist | * Through initial training, therapists should be given information on how to identify and deal with different cultures and practices that may become apparent when conducting sessions with a client who is located in their home. * The major factors will be client and family attitudes to therapy may not be as supportive as educational establishments, parents may not want to be on video and parents may not be able to communicate in English. | Low |
| Assessment testing | * Client * Therapist | * Therapists will familiarise themselves with differences in approaches to online assessment as opposed to in person. * Screens will have limited ability to share documents and visuals at the same time; * Assessments may need to be conducted over a greater number of sessions; * Therapists should check with publishers if certain assessments can be shared online, or if there are online alternatives. * Ensuring parental intervention is relevant and stays within the bounds as described in the Do’s and Don’ts | Low |