

Staying Safe while being a Listener with Measuring the Mountain

As a Listener, you will be a member of staff of, or a Volunteer with, an organisation which is supporting the Measuring the Mountain project.

If you are undertaking the role of Listener independently, and not as part of an organisation, you must contact Katie to discuss this – kcooke@interlinkrct.org.uk / 07964 407 739.

We are incredibly grateful for your time and contributions, and want to make sure that you, and the people you speak to, are safe throughout this process.

You must ensure you have read **all** of your organisation's safeguarding policies and procedures, as well as any others that relate to being a member of staff or a Volunteer in the role of Listener. These may include, but aren't limited to, lone-working policies, out-of-hours policies, driving on official business, and processes for reporting and discussing concerns and issues.

As a Listener, some of the things you need to think about are:

- Where you will meet someone
- How you will be contact with that person
- How you will maintain good boundaries
- What you will do if you hear something you find upsetting or concerning

You should discuss *all* these things with your organisation so they can support you, and so you can ensure you are following all the appropriate policies and procedures.

Things to keep in mind:

- Meet people in public places that are easy to get to for both you and the person sharing their story
- If you are being a Listener as part of your usual role with an organisation ensure your organisation is aware of this, and aware of any extra time this means you will spend with people
- Make sure someone knows where you are, who you're with and that you have a process for keeping in touch with them
- Charge your mobile phone and ensure you have contact details for your organisation with you
- Make arrangements to meet someone using your organisation's contact information, do not give anyone your personal contact details
- Explain your role at the beginning of meeting with someone so they, and you, are clear about the purpose of you being there – you can also give them a project flyer
- You are a Listener with Measuring the Mountain, and so, you are not there to solve problems for anyone, or directly address issues that they are experiencing. You should report anything that concerns or upsets you to your organisation and ensure you follow their safeguarding processes

Thank you for supporting Measuring the Mountain and helping others to share their stories – we hope you enjoy being involved in the project.

For further information, including how to register for Time Credits if you are a volunteer, please visit www.mtm.wales / www.mym.cymru