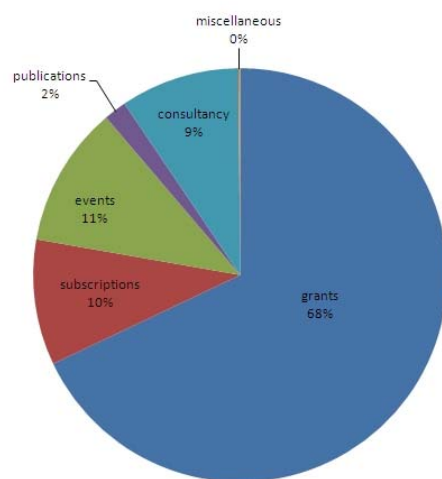
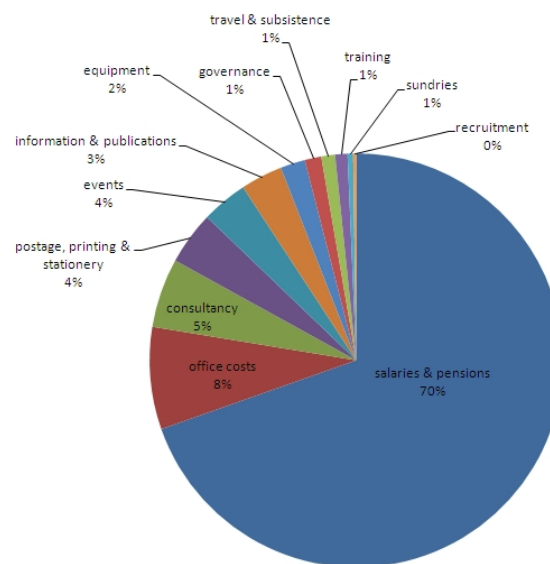


Income 2009-10: £151,907



Expenditure 2009-10: £146,801



Annual Report 2009-2010

In some ways Befriending Network Scotland is the unsung hero of the befriending sector, working tirelessly behind the scenes to empower, enable and facilitate hundreds of projects across the United Kingdom. Yet, without this support, most of these projects would struggle to maintain the high levels of good practice that have become a characteristic of BNS member organisations. The training, information resources, network facilitation and general backup that BNS provides ensures that projects are able to provide essential and valued services to their particular client groups.

My involvement with BNS stretches back over twelve years, first as a member, then later as one of the Directors and, more recently, as Chair of the BNS Board. It is and always has been a real privilege to be associated with the staff at BNS as well as my colleagues on the Board. I thank them for all their efforts and attribute the success of BNS solely to the quality of their hard work.

The current befriending environment is a challenging one but there are real opportunities for BNS to continue to grow and to position itself as a major player in research, strategy setting and policy development in befriending for the foreseeable future.

If you are a member of BNS may I thank you for your support. If you are not yet a member but are interested in supporting our work, let me invite you to join us in this exciting, rewarding and much-needed world of befriending. Perhaps now is the time for BNS to have its heroic song sung!

David Shipley
Chair, Befriending Network Scotland

Board Members 2009-10

- » David Shipley *Age Concern Newcastle*
- » Christi Orr *first hand*
- » Elaine Smith *Volunteer Centre East Dunbartonshire Befriending Project*
- » Sandra Brown *Chest, Heart & Stroke Scotland (elected October 09)*
- » Wendy Bates *re:discover, health in mind (elected October 09)*
- » Steve Platt *Edinburgh University (appointed December 09)*
- » Liz McLeish *Greater Glasgow Health Board*
- » Angie Gourdie *Integr8*
- » Christine MacNally *Clydesdale Befriending Group for Adults with Learning Disabilities*

Thanks

We would like to thank the following funders for their continued support for Befriending Network Scotland:

- » Big Lottery Fund
- » Lloyds TSB Foundation for Scotland
- » J and JR Wilson Trust
- » MacClay Murray Spens
- » Cruden Foundation
- » Standard Life

Summary

2009-2010 saw the consolidation of much of the previous year's work, as we completed and published the revised Code of Practice, achieved SQA credit rating for our training package (now named 'Vital Skills') and streamlined our administrative systems.

As ever, the priority was on supporting the membership, with training, networking, consultancy, assessment of and support with the Approved Provider Standard, and information-giving being the basis of much of our work.

During the year 2009-10

- » We delivered 26 different training events attended by 255 people, including a new training day entitled 'Quality of the Moment: Working 1-1 with people with dementia'
- » We ran a conference on the theme of 'Wellbeing', highlighting the measurable impact that befriending has on the wellbeing of isolated and excluded people
- » We facilitated 16 local networking (Common Ground) meetings attended by 108 participants throughout Scotland & in Newcastle
- » We produced quarterly newsletters (the Befriender, Net Gain) for members and a new 6-weekly e-newsletter.
- » We conducted 3 project evaluations and one project feasibility study
- » 12 projects registered as working towards the Approved Provider Standard, of which 7 achieved the award within that period

Other developments

- » We worked with Alzheimer Scotland to produce a training resource for use by those working one to one with people with dementia
- » We revised the Code of Practice and made it available as a download in our growing online store
- » We began development of a befriending-specific Quality Award (QiB) to replace the Approved Provider Standard in 2010.

Administration

This year, I've focused primarily on financial matters-looking at ways to improve our invoicing and credit control systems, and clearing a backlog so that financial reports are clearer and more accurate. I've also started an admin procedures manual, and have been involved with updates to our website's Vital Skills content management system. One of the great things about administration is that it means being involved in every area of BNS' work, which I find very rewarding. Looking forward to next year!

Alison Chapman

Information

Four information mailings a year to BNS membership were achieved including four editions of *The Befriender*, four editions of *NetGain* (BNS's 12-page newsletter) and four sets of Common Ground meeting discussion notes. These are also available to download for free from the Publications Store and are amongst the website's most popular downloads. We also set up an e-newsletter service this year and a monthly press release is now being circulated via the website.

We have also responded to upwards of 500 individual queries throughout the year from members and non-members alike. This makes for a very busy information service, but we love hearing from our members, and this dialogue really helps us to identify emerging issues and common themes, and assists in planning our work for the year ahead.



Website Statistics:

	increase on	number of
Overall Visits	22%	24,255
Number of new visitors	51%	-
Map of Projects page	12%	7,771
Befriending Resources page	9%	5,804
About Befriending page	18%	4,209
Publications Store	78%	
News & Press page	108%	

Each visit to our website involved an average of 4 pages (up 28%). 70% of web traffic found the site through search engines, with most visitors typing in "Befriending Network Scotland" to find the site, indicating a high level of brand awareness.

The number of people 'landing' on the Publications Store page as their first page is up 337% on last year (847 as opposed to 194). This is partly due to direct links within the e-newsletters.

Sam Rospigliosi

Training

Vital skills:

The "vital skills in befriending" course is now credit rated by the Scottish Qualifications Authority This means that there is now a national qualification in befriending equivalent to an SVQ4 or HND.

"Professional, informal, inspiring and inclusive.

A chance to network with other projects and build your skills and confidence."

"Fun informative and engaging, whether you are new to the project or wish to refresh your knowledge the course provides fresh ideas and latest information in the world of befriending. Excellent -well worth the money. It's a must."

"The assignment gave me the opportunity to go over what I had learned at the training and refresh my memory on the information I received. At our project we now have a completely new session plan for training volunteers which I would never have done if I hadn't attempted the vital skills assignment which asked me to do this. I have been invigorated with the new learning experience and felt very satisfied personally when I completed the assignment ..."



Dementia: Quality of the Moment:

The other big piece of work completed this year was the 'Quality of the Moment: working 1:1 with people with dementia' training toolkit, which was commissioned by the Scottish Government and done in conjunction with Alzheimer Scotland. It was written to enable and encourage older people's projects to feel confident about working with the growing number of referrals they are getting for people with dementia and to encourage those agencies already working with people with dementia to take up befriending and a person focussed 1:1 approach. There has been a huge amount of interest in this toolkit, and we are running a 'Training the Trainer' course to accompany it, which will give added confidence to those responsible for running training in their own locations.



Future plans include further training on resilience, and support with a research project addressing the issue of befriending, children and male volunteers. We would also really like to see further work on wellbeing and befriending, following the encouraging pilot work done over the last year, and will be seeking opportunities for funding and joint working.

Susan Gilchrist

Quality

Ten projects over the year submitted an Approved Provider Standard application, and twelve submitted a reaccreditation application. Feedback from the process was really positive:



"It helped us focus on our own delivery and practice, and gave us an opportunity to evaluate."

"Martha's support and encouragement was invaluable!"

"By doing the APS the project is now stronger, more streamlined and in a better position to deliver a service that meets the needs of clients, funders and the project values."



Successful applicants receive their APS certificates at the 2009 BNS Conference

As the Approved Provider Standard (which is awarded by the Mentoring & Befriending Foundation) has been reviewed and changes made, we felt it appropriate to design a befriending-specific Quality Award, which we have started with the support of the Big Lottery. After the summer of 2010 we will phase out our promotion of APS, and support projects to work towards the Quality in Befriending (QiB) award.

Martha Lester-Cribb