



Upgrade to Quality in Befriending Excellence



In order to achieve the upgrade to Quality in Befriending Excellence, a service must submit evidence against all **Excellent Practice** indicators and successfully achieve these on assessment.

The evidence for all indicators needs to be with Befriending Networks no later than 6 months after the achievement of the Quality in Befriending Award.

PA1 – Excellence Indicators

<u>Indicator</u>	<u>Evidence</u>
1) The service has Referral policy/procedure , which includes timeframes and against which the service measures performance.	
2) The policies and procedures to help guide how risk is managed, include: Driving Photography	
3) Befriending staff attend relevant conferences .	
4) Befriending staff take part in relevant networking events .	
5) Training providers (often service staff) have undertaken a training for trainers course .	
6) The service adapts procedures and materials as required to support individual befriendees or befrienders to access it on an equal basis.	
7) The services measures the success of changes in policy and procedure.	
8) The service can demonstrate the continuing need for its work (e.g. demand for service, lack of alternative options for befriendees in locality, demographic data on potential befriendees in locality – it is likely that a combination of these types of evidence will be required for the indicator).	

PA2 – Excellence Indicators

<u>Indicator</u>	<u>Evidence</u>
1) Inappropriate befriender referrals are declined and where possible, signposted elsewhere.	
2) Where referrers are still involved with befriendees, they are asked for feedback on the benefits of the service to the befriender.	
3) Staff are trained in or have experience with supporting befriendees facing challenges made more likely because of the group they belong to (e.g. bereavement in older people).	
4) Befriending staff keep up to date with wider policy and research developments in relation to their befriender group.	

PA3 – Excellence Indicators

<u>Indicator</u>	<u>Evidence</u>
1) There is a befriender application procedure which includes timeframes, against which the service measures performance.	
2) Potential benders are assessed against the written person specification .	
3) Introductory training includes complementary topics, for example: Attachment separation and loss Personal development / self-reflection Relationship building Befriender's motivations, expectations, hopes & fears	
4) Existing benders and/or befriendees attend one of the introductory training sessions in order to share their experiences with participants.	
5) Applicants have a post-training interview and are given feedback after they have completed their introductory training.	
6) Unsuccessful applicants are given support to find other more suitable volunteering opportunities (in or out of the organisation).	
7) Each befriender receives one session of support and supervision at least quarterly – N.B. there is no requirement for this to be face-to-face.	
8) Group support sessions are offered to benders in addition to 1:1 support.	
9) Topics for ongoing/developmental training sessions are identified during induction training, support and supervision, and/or by suggestions from benders.	
10) Benders' personal aims are noted when they apply and the degree to which they have been achieved is measured over time.	
11) Social events are arranged for benders (with or without befriendees) at least once a year.	
12) A newsletter is sent out to benders at least twice a year.	

PA4 – Excellence Indicators

Indicator	Evidence
1) Resources , specific to the befriender group supported, are available for benders to borrow (e.g. memory boxes, toys/book boxes,reference books).	
2) For 1:1 matches there is a befriending agreement between the individual befriender, befriender and service in place within 2 months of the start of each relationship.	
3) Records are kept of the number of meetings between benders and benders.	
4) There is guidance for staff detailing the circumstances which will prompt the service to bring matches to a close.	
5) Where possible, benders and benders (family / carers) are asked to complete an exit questionnaire / interview when their befriending match ends.	

If you have any questions, please contact Befriending Networks by calling 01302618799 and asking for Angus Maclean or email: angus@befriending.co.uk.