



Quality in Befriending Award



The following pages outline the Four Practice Areas assessed to achieve the Quality in Befriending Award. **Please review all the indicators to ensure your organisation is prepared to undertake this process, making notes as to what type of evidence would be need to achieve the indicator.**

In order to achieve the Quality in Befriending Award, an organisation must submit evidence against all **83** **Good Practice** indicators and successfully achieve these on assessment.

In order to achieve Quality in Befriending Excellence, an organisation must submit evidence against both **the 83 Good Practice and 29 Excellent Practice indicators**. Your organisation may choose to achieve the Award first and, once achieved, take a further 6 months to work toward Excellence.

Practice Area 1- the service

Requirement 1a – the service is clear about its aims and has ensured the foundations are in place for good service delivery

<u>Indicator</u>	<u>Evidence</u>
1ai) The service's aims are communicated clearly.	
1aii) The service has determined the outcomes it is trying to achieve and all befriending staff are aware of them.	
1aiii) Output and other relevant targets have been agreed.	
1aiv) To support implementation of the strategic plan, the service can demonstrate relevant 2-way communication between Board/Line Manager and Coordinator.	
1av) Services have current funding and have applications in place or already have the next 12 months funding secured.	
1avi) Insurance documents should cover employee and public liability and clearly demonstrate that they cover volunteers/befrienders.	
1avii) The service can demonstrate an up-to-date online presence (e.g. website, social media profile).	
1aviii) A risk assessment has been carried out for the service as a whole with responsibility for any actions allocated and time-lined.	

Requirement 1b – the service has developed a policy and procedural framework as a basis for its practice

<u>Indicator</u>	<u>Evidence</u>
1bi) The service has the following policies or procedures in place (reviewed within the last 3 years); Equality and Diversity Policy Rehabilitation of Offenders Policy Dignity at Work which includes volunteers (whether befrienders or not), reviewed within the last 3 years.	
1bii) The service has the following policies or procedures in place (reviewed within the last 3 years); Disciplinary Grievance Complaints & Suggestions	
1biii) The service has the following policies or procedures in place (reviewed within the last 3 years); Confidentiality Data Protection/GDPR Handling, Holding and Destroying Vetting Information	
1biv) The service has the following policies or procedures in place (reviewed within the last 3 years); Health & Safety Protection of Vulnerable Groups/ Children / Safeguarding Drugs / Alcohol in Befriending Handling Money Prescription Medicine in Befriending	
1bv) There is a Referral Policy and Procedures document, reviewed within the last 3 years.	

1bvi) There is a written Support and Supervision Policy which includes both staff and befrienders, reviewed within the last 3 years.	
1bvii) There is a Lone Working Policy which includes volunteers and the service has written guidance concerning our of hours support.	

Requirement 1c – the service has considered how to manage the capacity of its service delivery

<u>Indicator</u>	<u>Evidence</u>
1ci) Services have a written policy /guidance regarding the maximum number of matches that will be supported at any one time , taking into consideration the capacity of the service (see Good Practice in Befriending, p18).	
1cii) There is a clear process for maintaining control over the number of referrals accepted, e.g. by operating a managed waiting list , or using a referrals closure date.	

Requirement 1d - the service has appropriate systems for staff recruitment and support for their continuous development

<u>Indicator</u>	<u>Evidence</u>
1di) 2 written references are taken up and vetting checks are carried out for all staff who have regular 1:1 contact with vulnerable befriendees.	
1dii) Staff are trained in the protection of vulnerable adults / children and in carrying out risk assessments.	
1diii) Befriending staff are experienced / trained in managing volunteers (and groups where relevant).	
1div) All befriending staff receive scheduled, individual face-to-face support and supervision sessions from their line manager (or a member of the management committee / an external consultant) at least every 3 months. These meetings should be minuted.	
1dv) All befriending staff receive an annual appraisal referencing their job description, have a written training record and an annual training needs assessment .	
1dvi) There is a staff training budget .	
1dvii) Staff and befrienders are given ID badges .	

Requirement 1e – the service has a monitoring and evaluation framework in place

<u>Indicator</u>	<u>Evidence</u>
1ei) The service has thought about the monitoring information it needs to collect and all befriending staff are aware of this.	
1eii) The level of service provided (e.g. number of matches supported, befrienders recruited & trained etc) is included in annual/service reports and encompasses qualitative as well quantitative data. These are made publicly available.	
1eiii) Weak areas of practice are identified using monitoring data and changes in policy and procedure are made in order to improve these areas of practice.	
1eiv) Equalities monitoring is carried out in relation to all potential befriendees and befrienders, and used to improve practice.	

1ev) An evaluation (or self-evaluation) involving all stakeholders (clients, volunteers, staff, referrers, funders) and incorporating both quantitative and qualitative data is carried out at least every 3 years.	
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PA1 – Excellence Indicators

Indicator	Evidence
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 both reviewed within the last 3 years.	
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 befriending staff 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 befriender group in locality, demographic data on potential befriender group in locality – it is likely that a combination of these types of evidence will be required for the indicator).	

Practice Area 2 – the befriender

Requirement 2a – befrienderes are assessed and communication maintained in preparation for a match

<u>Indicator</u>	<u>Evidence</u>
2ai) Befriender eligibility criteria are clearly displayed on promotional materials (print and/or online).	
2aii) There is clear, accessible information for befrienderes on the service they can expect to receive and details of whom to contact if they have any questions, suggestions or complaints .	
2aiii) All referral and self-referral enquiries are recorded .	
2aiv) Referrals are processed swiftly and their progress is recorded .	
2av) Referrers are made aware of how they can make a complaint and suggestions about the service.	
2avi) There is a written assessment procedure which ensures all potential befrienderes are assessed against eligibility criteria and for risk, to self and others, before being accepted onto a waiting list, reviewed within the last 3 years.	
2avii) The befriender's permission or where appropriate that of family/carer, is sought for information-sharing, allowing the service to: <ul style="list-style-type: none"> - contact third parties for information including risk management, - share information on risk factors and the best way to manage these with a befriender, - offer feedback gathered in reviews once a befriender is matched, to a befriender and/or referrer. 	
2aviii) Records are kept of the number of potential befrienderes on the waiting list including the length of time since they applied; the waiting list is regularly updated.	
2aix) The service contacts unmatched befrienderes (and referrers) on at least a quarterly basis.	

Requirement 2b – the service ensures the befriender is prepared for meeting a befriender

<u>Indicator</u>	<u>Evidence</u>
2bi) Befrienderes (family and/or guardians) receive information in an appropriate form, explaining: <ul style="list-style-type: none"> The commitment they are making The role of bendifrinders How to access support from the service Their participation in the service is voluntary Staff check that there has been understanding.	
2bii) If a befriender visits their befriender's home, the house and other occupants are risk assessed beforehand . If the match will not be visiting the befriender's home, the service can demonstrate that this is its policy.	
2biii) A risk assessment is carried out for each befriender in relation to the type of activities they will engage in with their befriender (reviewed annually and any identified actions carried out).	

Requirement 2c – the service continues to support the befriender, once matched

<u>Indicator</u>	<u>Evidence</u>
2ci) There is a written Befriender Review Policy , reviewed within the last 3 years.	
2cii) Befriender reviews are held at least every 6 months, the befriender is not present this should gather their perceptions of the service and the outcome of all reviews is recorded.	
2ciii) The service contacts all befrienders informally at least once between each review.	
2civ) The personal aims of the befriender, in relation to having a befriender, are noted during their assessment and the degree to which they have been achieved is measured over time.	
2cv) Information about the impact of the befriending on the befriender is gathered from a number of sources (e.g. befriender reviews, befriender support and supervision and at the end of a match) and is compared to baseline information gathered during initial assessments.	
2cvi) Befriendees (family and/or carers) are notified of changes in service policies and procedures which could impact on their experience of having a befriender or being in a group.	

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 befrienders, they are asked for feedback on the benefits of the service to the befriender.	
3) Staff are trained in or have experience with supporting befrienders 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.	

Practice Area 3 – the befriender

Requirement 3a – potential befrienders complete a transparent application and assessment process

<u>Indicator</u>	<u>Evidence</u>
3ai) Records are kept of the number of potential befrienders who apply, the number who are trained, and the number who are matched with befriendees.	
3aii) All potential befrienders complete an application form go through the same application and assessment procedure and their progress is recorded.	
3aiii) Potential befrienders are: assessed against the befriender’s role description , Befriender assessments include a one -to -one interview, 2 written references are taken up and vetting (PVG Scheme/DBS) is carried out on each applicant before where required before they accepted as a befriender.	
3aiv) All potential befrienders receive information about: The service The needs of the particular befriender group Befrienders’ role description	
3av) All potential befrienders receive information about: The time commitments involved in training, befriending and supervision How befrienders are selected, trained and matched What support will be available to them What expenses they can claim	

Requirement 3b – potential befrienders are offered comprehensive training to prepare for their role

<u>Indicator</u>	<u>Evidence</u>
3bi) Training is structured in a way that takes different learning styles into account and an outline of the training programme is given to all participants in advance of participation.	
3bii) Introductory training includes the following topics and written resources on these topics are made available: What is befriending Communication & listening skills Boundaries Lone working Beginnings & endings Befriender -group information Attitudes & values	
3biii) Introductory training includes the following policies and procedures, and written resources on these topics are made available: Confidentiality Support + supervision requirements Health & safety Risk assessment Complaints & suggestions Protection of vulnerable people / children	

<p>3biv) All potential befrienders are given comprehensive written guidance on safety issues, including:</p> <ul style="list-style-type: none"> Their level of responsibility for themselves and their befriender What to do in an emergency Drugs & alcohol use (covering both befriender and befriender) Handling befriender's money or prescription medicines Sharing personal information (either their own or that of a befriender) & confidentiality) Using their car while befriending The involvement of third parties in the match (i.e. befrienders' or befriender's family and friends) 	
<p>3bv) Introductory training takes place over at least 2 sessions and all potential befrienders complete all sections of a core introductory training programme before being finally selected.</p>	
<p>3bvi) Participants' feedback on the training they have received (including satisfaction and achievement on learning outcomes) is routinely gathered and acted on to continuously develop training content.</p>	

Requirement 3c – consideration is given to the selection of befrienders

<u>Indicator</u>	<u>Evidence</u>
3ci) The reasons for selection decisions for befrienders are recorded.	
3cii) Participants' performance during training and understanding of the topics covered is noted and referred to during the final selection process.	
3ciii) Staff give feedback to unsuccessful applicants.	

Requirement 3d – befrienders receive ongoing support before and during a match

<u>Indicator</u>	<u>Evidence</u>
3di) A befriender is supported in how to assist a befriender with any specific requirements (e.g. wheelchair handling / guiding a blind person / epilepsy / challenging behaviour) before the match starts.	
3dii) Refresher and/or developmental training is offered to all befrienders each year e.g. first aid training.	
3diii) All befrienders receive scheduled, support and supervision sessions at least every 6 months with scheduled phone / e-mail contact maintained between these meetings.	
3div) Extra follow-up contact is provided to the befriender if there are difficulties in the match or group, or the befriender is new.	
<p>3dv) Befriender support and supervision sessions include:</p> <ul style="list-style-type: none"> An exploration of how boundaries are being managed in the match or group, Link to the service's identified aims and objectives Are routinely used to gather befrienders' perceptions of the service and how they perceive their befriender to be benefiting / progressing. 	

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 befrienders 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 N.B. These are suggestions only – there is no requirement to evidence you deliver any or all of these examples if your service offers different complementary topics.	
4) Existing befrienders 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 befrienders 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 befrienders.	
10) Befrienders’ 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 befrienders (with or without befriendees) at least once a year.	
12) A newsletter is sent out to befrienders at least twice a year.	

Practice Area 4 – the match

Requirement 4a – there is a considered matching procedure which allows input from service, befriender and befriendee

<u>Indicator</u>	<u>Evidence</u>
4ai) There are agreed procedures for how to match befriendees and bendifenders, or form groups, reviewed within the last 3 years.	
4aai) Information from both befriendees and bendifenders is systematically gathered to help with the matching process.	
4aiii) Staff take befrienders and befriendee profiles and wishes into account when considering matches. When matching decisions involve a protected characteristic, e.g. age, gender, etc. an objective justification (the reason why this is considered valid) is recorded in the casefile.	
4aiv) Matching or group formation decisions are made by a member of staff (or other professional) who has met all parties(befriender/befriendee/group members).	
4av) The rationale behind each matching or group formation decision is recorded.	
4avi) The reasons behind the matching decision are explained to both befriendee and befrienders before they are introduced to each other. Both are offered the opportunity to decline to move forward to a matching meeting.	

Requirement 4b – the service offers support to assist the matching relationship to develop smoothly

<u>Indicator</u>	<u>Evidence</u>
4bi) The bendifenders and befriendees are introduced to each other by a member of staff who has met both/all the people before.	
4bii) Staff contact both the bendifenders and the befriendees no more than a week after their first meeting and again after no more than 5 meetings.	
4biii) Staff provide extra support to new matches or groups which are not gelling easily.	
4biv) Befriender support and supervision sessions and befriendee reviews are used to check that: Both parties want to continue with the match Both parties are aware of any minimum amount of notice expected before the end of a match The befriending service is still needed	
4bv) Service staff maintain a written or electronic record of all contact they have with befriendees and bendifenders.	
4bvi) Staff continue to monitor changes in relationship boundaries within a match and act when they move out with the service policies.	

Requirement 4c – the service supports all parties to prepare for and deal with a match ending

<u>Indicator</u>	<u>Evidence</u>
4ci) Whenever possible, the end of a match is planned and the specified minimum amount of notice is given.	

4cii) When a match unavoidably ends suddenly, extra support is given to the befriender and/or befriended.	
4ciii) During the final stages of the match, befriendeds and befrienders are encouraged to reflect on and celebrate the successful aspects of their relationship.	
4civ) Service staff explain why a match is ending to everyone involved (befriender, befriended, carer/family, referrer – if still involved).	
4cv) When the service's involvement in a match ends , written confirmation of this, together with a description of the implications e.g. continued contact, is sent to both the befriended (family/carers) and the befriender.	

PA4 – Excellence Indicators

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

Now that you have reviewed each indicator and considered the type of evidence your organisation would provide to achieve them, decide whether or not your organisation could achieve all indicators within 9 months. Contact Befriending Networks with your decision by calling 01312618799 and asking for Angus Maclean or email: angus@befriending.co.uk

