



# 1<sup>st</sup> Reaccreditation



## It is now time for your Reaccreditation process to begin

You will have received a reminder email from us as it is now 6 months prior to the expiration date of your award. **You should aim to fully complete this process over the next 6 months before your current award expires.** However, should this be problematic for you as a service due to workload/staffing please give us a call. We can allow an extension (up to maximum of 6 months) so long as you are able to commence the process and be engaging with it.

## The reaccreditation process

Is slightly different to the full application and easier and quicker to complete. It involves you uploading some digital evidence but also involves your assessor visiting you and speaking to befrienders and befriendees, please see below for further detail:

Assess 50% of the original application indicators by:

- 1) Service uploading digital evidence (mainly policies) to online platform.
- 2) Arranged telephone or Skype interviews with service-nominated befrienders (normally 2) to discuss aspects of the service explored in QiB which relate to their role – training, matching, support and supervision, etc. and normally lasts no more than 30 minutes. **Evidence is gathered through the interviews; no documents are required.**
- 3) A site visit to look at supporting paperwork with the Coordinator around aspects largely to do with casework recording of practice. **It is helpful for evidence to be prepared for the site visit.**
- 4) Interviews with service-nominated befriendees (normally 2) to discuss aspects of the service relating to their use of it – assessment, matching, reviews and normally last no more than 30 minutes. This can be done in person on the day of the site visit with the support of a family member, carer if preferred or by telephone (you know your befriendees best, you decide). **Evidence is gathered through the interviews; no documents are required.**



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## QiB Reaccreditation Fees

<u>Annual Organisation Turnover</u>	<u>To pay on registration</u>	<u>To pay for assessment</u>	<u>Total cost</u>
Under £100K	£100	£150	£250
Under £350K	£100	£275	£375
Under £750K	£100	£325	£425
Over £751K	£100	£375	£475

## Multiple Service Applications

If the original Quality in Befriending Assessment was for multiple befriending services run by the same organisation, then the reaccreditation will also need to look at these separate services; this will apply to all parts of the process.

Please get in touch to discuss the details of your services so that an assessment plan and the fee structure can be agreed. Call Befriending Networks 0131 261 8799 and ask for Angus MacLean, Quality Officer or email: [angus@befriending.co.uk](mailto:angus@befriending.co.uk).

**Please note: Services are able to go through two reaccreditations before they revert to having to complete a full application again. This maintains the integrity of Quality in Befriending.**

## Progressing with your Reaccreditation

If you are keen to go ahead, you should review the indicators in Appendix 1 and then complete and return the **Eligibility Form**.

On receipt of this, BNs will confirm you remain eligible for Quality in Befriending and the registration fee invoice for **£100** will be sent to you. This fee is non-refundable and represents a commitment on your part to apply for reaccreditation.

Once we receive payment of the registration fee, you will be sent login details for the online platform for the first stage of the process and you will be introduced to your assessor. This should be at least **3 months** before the original award expiry date to allow for preparation of the evidence.



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## How to Complete your Reaccreditation?

### Start early

- Have a look at online platform, check out the indicators and begin uploading against the indicators (this is mainly policies and procedures). We will also send a “How to Get Started with QIB Online” document which explains the mechanics of the platform.
- Talk to your assessor and agree
  - a target date for the uploading stage
  - pencil in dates for site visit, when co-ordinator or manager will be available
  - think about befriendees and befrienders who might be willing to participate (chat to your assessor about the best way for this to happen).
- Ensure you have completed all of the uploading of sample paperwork **ideally 8 weeks before but no later than 4 weeks before the site visit**. Once you have completed this, we will bill you for your assessment fee. Work will only begin on assessing the evidence submitted once this invoice has been paid and the sum is **non-refundable**.

## The assessment process in more detail

### 1) Sample paperwork

As with the original QiB evidence submission, where appropriate, the evidence should be “live” and meet the criteria. Policies should have been reviewed within the last 3 years and casework should usually be under 1-year-old.

**Most of the indicators in this section are policy related, however, in the few where “live” casework evidence is requested, all names should be redacted back to a single initial to reduce the risk of this being considered personal data. If this is not done, it will be recorded as a data breach by Befriending Networks, as we will have no consent to hold this data, and will result in an automatic fail at evidencing the indicator, the deletion of document(s), and the resubmission of evidence.**



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BNs will send in feedback against the submitted materials, which will either be:

- Confirmation that all materials have met the required QiB standard, or
- A request to submit further sample paperwork, should the initial sample have proven inconclusive, and advice on where it failed to meet the QiB standard so that it can be resubmitted.

## 2) Interview with befrienders (normally 2)

Work with the assessor to agree times and dates that work for your befrienders. You should not share any personal information about the befrienders as part of this process.

The interview should last no more than 30 minutes. Please reassure the befriender that they will only be asked about how the service has engaged with them in preparing, supporting, motivating and sustaining them in their role. The interview will **not** seek to ask befrienders about their own matches beyond those process aspects covered in QiB. Befrienders will not be asked to share any confidential information about themselves or their befriendees with the assessor.

When choosing befrienders to be interviewed as part of reaccreditation, services should bear in mind that questions are likely to cover topics around both recruitment, training and support and supervision. This means the befriender will need experience of being in a match and had at least one round of support and supervision. It also means that, ideally, they should still be able to recall aspects of the recruitment, training and matching processes.

We hope that you will have at least two befrienders, for whom, participating in the process of reaccreditation for the Quality in Befriending Award will prove an empowering experience. **Should you feel it isn't appropriate for your service or you are unable to find any befrienders for this part of the process, discuss it with your assessor.**

Should these interviews not fully meet the indicators being assessed, we will request additional paperwork around recruitment, selection, support & supervision, matching, etc. be available at the site visit to bolster this aspect of the Award.



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## 3) Site visit

Full details of the QiB indicators, which the assessor will be seeking evidence for, can be found in Appendix 1, in order to give you plenty of time to prepare for it. The advantage of the site visit is that it allows your nominated representative for the service to discuss case paperwork face-to-face around points of practice.

This allows for a greater degree of discussion and clarification, in that should “live” evidence for a particular indicator be unavailable, the service will have the opportunity to explain what practice it would put in place and if possible, bolster this with an historic example.

Should evidence not be available on the day to achieve all of the indicators listed, a request for supplementary evidence will be made so that further assessment can be completed. ***Supplementary evidence must be submitted within 1 month.***

## 4) Befriendees interviews (normally 2)

Where possible, you should arrange for 2 befriendees to be available for interview at your premises, or by telephone from the service on the same day as your site visit. The BNs assessor will seek to be as flexible as possible over the time slot for these interviews, which would be expected to take no more than 30 minutes.

The intention would be to ask the befriendees about their experience of the service received. This means that there will be questions around assessment, matching and reviews.

A befriender is welcome to have someone present to support them during the interview, though this should not be the Coordinator. The befriendees should be reassured that the only questions they will be asked are going to be about the service they have received. There will be no expectation of a befriender to talk about their own personal circumstances, though if they wished to do so, the assessor would treat this information with the strictest confidence.

**Be aware when making arrangements for a befriender to meet with a BNs assessor, that our roles do not require us to have PVG Scheme Membership**



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**or Disclosures. For certain befriendees, this may increase the need for a supportive third party to be present.**

It is hoped that by offering befriendees the opportunity to support the service in demonstrating its quality of practice, that this will prove an empowering experience. However, BNs is aware that for some befriender groups supported by members, there may be capability concerns. **Should you be unable to offer befriendees to be interviewed as part of the reaccreditation process, you have the option to inform your assessor and opt for submitting a wider sample of paperwork evidence.**

## Outcomes of the reaccreditation process

At the end of the 4 step process, the outcomes of the assessment will either:

- QiB Award/QiB Excellence achieved, (option to upgrade to Excellence information if appropriate)
- Not achieved and extra evidence requested, or
- Resubmission required

## QiB Award/QiB Excellence achieved

The service has demonstrated that its practice across all sampled Practice Areas is still of the standard required for QiB at the level. The service will retain the Award for a further 3 years from either the date of achieving reaccreditation, or the expiry date of the original Award if this is later.

A final feedback report will be sent out with the assessment which will offer suggestions, where appropriate, on documentation which may be improved and also, highlight any existing examples of good practice paperwork seen.

## Upgrading to QiB Excellence

The upgrade to QiB Excellence will be through digital submission of evidence to meet all of the Excellent Practice indicators. There is no additional charge for choosing to upgrade to QiB Excellence. Excellence indicators can be obtained by contacting your assessor.

Should a service with the QiB Award decide that they would like to apply to upgrade to QiB Excellence, they will have 6 months to do so from the date of



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the reaccreditation result. This is the timeframe for informing BNs of their intention to upgrade and submission of all the additional evidence required.

The assessment format will be the same as with the digital uploading in stage 1 of the reaccreditation process and feedback will be provided through the online platform.

A feedback report will be issued along with the final assessment result.

For services who are unsuccessful in upgrading at this stage, there will be a right of appeal, please see the appeals procedure. An unsuccessful attempt at upgrading to QiB Excellence will have no impact on a successful reaccreditation of the QiB Award (Good Practice level).

## **Not achieved and extra evidence requested**

Where extra evidence is requested, the timeline will be usually **2 months** from the date of the request. On receipt of the extra evidence digitally, BNs will assess this in the usual manner and report back with either the outcome that QiB Award or QiB Excellence has been achieved or not.

For services who are unsuccessful, there will be a right of appeal.

For services seeking reaccreditation of QiB Excellence, should they prove unsuccessful in demonstrating the requested sample of Excellent Practice indicators, while successfully achieving the Good Practice indicators, they can be reaccredited at the QiB Award level. This will mean ceasing to use the QiB Excellence logo and replacing it with the QiB Award logo.

## **Appeals Policy**

Any service will have the right of appeal over assessment decisions. In the first instance, clarification and discussion should take place with the assessor if however, a service is unhappy with the assessment decision after discussion the, they should follow the appeals procedure. Please contact

[Peggy@befriending.co.uk](mailto:Peggy@befriending.co.uk) for a copy of this procedure and the next steps.



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## APPENDIX 1 – Indicators

### QiB Practice Areas

The reaccreditation process involves sampling evidence achieved through the 4 part process across all 4 of the Practice Areas covered by the original Quality in Befriending application. These are:

**Practice area 1: *the service***

**Practice Area 2: *the befriender***

**Practice Area 3: *the match***

**Practice Area 4: *the service***

The numbering listed in the tables for each aspect of the reaccreditation indicate the Practice Area that is being examined through the sampling.

### QiB indicators evidenced through online platform

**Please remember policies should be dated and have been or be scheduled for review every 3 years and any live evidence/casework submitted must be Under 1 year old.**

1a) The service's aims are communicated clearly.
1b) Output and other relevant targets have been agreed.
1c) To support implementation of the strategic plan, the service can demonstrate relevant 2-way communication between Board/Line Manager and Coordinator.
1d) The service can demonstrate an up-to-date online presence (e.g. website, social media profile).
1e) There is a lone working policy and the service has written guidance on out-of-hours support.
1f) There is a written <b>Equality and Diversity Policy and Rehabilitation of Offenders Policy</b> which include volunteers (whether befrienders or not), reviewed within the last 3 years.
1g) The service has the following policies or procedures in place (reviewed within the last 3 years); <b>Disciplinary</b> <b>Grievance</b> <b>Complaints &amp; Suggestions</b>



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<p>1h) The service has the following policies or procedures in place (reviewed with the last 3 years);</p> <p><b>Confidentiality</b>  <b>Data Protection/GDPR</b>  <b>Handling, Holding and Destroying Vetting Information</b></p>
<p>1i) The service has the following policies or procedures in place (reviewed within the last 3 years);</p> <p><b>Health &amp; Safety</b>  <b>Protection of Vulnerable Groups/ Children / Safeguarding</b>  <b>Drugs / Alcohol in Befriending</b>  <b>Handling Money</b>  <b>Prescription Medicine in Befriending</b></p>
<p>1j) There is a referral policy and procedure reviewed within the last 3 years.</p>
<p>1k) There is a support and supervision policy for service staff and volunteers, reviewed within the last 3 years (separate policies for staff and volunteers are acceptable).</p>
<p>1l) Two written references are taken up and vetting checks (PVG Scheme membership, disclosure) are carried out for all staff who have regular 1:1 contact with vulnerable befriendees.</p>
<p>1m) Weak areas of practice are identified using monitoring data and changes in policy/procedure are made in order to improve these areas of practice.</p>
<p>1n) The service has undergone an evaluation (or self-evaluation) involving a cross-section of stakeholders (befriendees, befrienders, staff, funder, referrers, family/carers) and incorporate quantitative and qualitative data, which has been carried out in the last 3 years.</p>
<p>2a) Befriender eligibility criteria are clearly displayed on promotional materials (print or online).</p>

Additional indicators for re-accreditation of QiB Excellence:

<p>EX 1a) The service has a referral policy/procedure which includes time frames and against which the service measures performance.</p>
<p>EX 1b) Befriending staff take part in relevant networking events.</p>
<p>EX 1c) Training providers (often service staff) have undertaken a Training for Trainers course.</p>



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EX 1d) The service adapts procedures and material as required to support individual befriendees or befrienders to access it on an equal basis.

EX 1e) The service measures the success of changes in policy and procedure.

EX 2a) Befriending staff keep up-to-date with wider policy and research developments relating to their befriender group.

EX 3a) There is a befriender application procedure which includes time frames, against which the service measures its performance.

EX 4a) There is guidance for staff detailing the circumstances which will prompt the service to bring matches to a close.

## QiB indicators to be covered by befriender interviews

1dvii) Staff and befrienders are given ID badges.

3a ii) All potential befrienders complete an **application form** go through the **same application and assessment procedure** and their progress is recorded.

3b ii) Induction training includes the following topics and written reference materials are supplied for each:

- what is befriending?
- communication & listening skills
- boundaries
- lone working
- beginnings & endings
- befriender group information
- attitudes & values

3b iii) Induction training includes discussion of the following policies and procedures, with written reference materials supplied for each:

- confidentiality
- support & supervision requirements
- health & safety
- risk assessment
- complaints & suggestions
- protection of vulnerable adults/ child protection



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3biv) All potential befrienders are given comprehensive written guidance on safety issues, including:

- their level of responsibility for their befriender, once matched
- what to do in an emergency
- drug and alcohol use (covering the service position on use by either befriender or befriender)
- handling a befriender's money
- handling prescription medicine for the befriender
- sharing personal information (their own or that of the befriender)
- using their car while befriending
- involvement of third parties in the befriending time (friends or family of either befriender or befriender)

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.

**N.B. Part indicator only – 2<sup>nd</sup> part tested on site visit**

3diii) All befrienders receive scheduled, support and supervision sessions at least every 6 months with scheduled phone/email contact maintained between these meetings.

- 3dv) Befriender **support and supervision** sessions include:
- 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.

3dii) Refresher and/or developmental training is offered to all befrienders each year e.g. first aid training.

4avi) The reasons behind the matching decision are explained to both befriender and befriender before they are introduced to each other and both are offered the chance to decline to move forward to a matching meeting.

**N.B. Part indicator only – 2<sup>nd</sup> part confirmed in befriender i/v**

4biv) Befriender support and supervision sessions and befriender reviews are used to check that:

- both parties want to continue with the match



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- both parties are aware of any minimum amount of notice the service prefers, if either wish to consider ending the match
- the befriending service is still needed

**N.B. Part indicator only – 2<sup>nd</sup> part confirmed in befriendees i/v**

Additional indicators for re-accreditation of QiB Excellence:

PA3 EX4) Existing befrienders and/or befriendees attend one of the introductory training sessions in order to share their experiences with participants.

PA3 EX5) Applicants have a post-training interview and are given feedback after they have completed their introductory training.

PA3 Ex8) Group support sessions are offered to befrienders in addition to one-to-one support.

PA3 Ex11) Social events are arranged for befrienders (with or without befriendees present) at least once per year.

During the interview with Befrienders, indicators will be approached in a jargon-free, informal manner to put the befrienders at ease and make the opportunity for their involvement as inclusive as possible.

Befrienders will be reassured that their performance on behalf of the service is not being judged as part of this process. They are simply going to be asked about how the service has engaged with them in the course of them taking on the role. It is our aim that participating befrienders will enjoy the experience of contributing towards their service retaining the Quality in Befriending Award, and feel they are making a real contribution to the service by doing so.

## **QiB indicators to be covered at the site visit**

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.



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1dv) All befriending staff receive an annual appraisal referencing their job description, have a written training record and an **annual training needs assessment**.

1eiv) **Equalities monitoring** is carried out in relation to all potential befriendees and befrienders, and used to improve practice.

2avii) The befriendees' permission, or where appropriate that of family/carer, is sought for information-sharing, allowing the service to:

- 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 befriendees is matched, to a befriender and/or referrer

2bi) Befriendees (or family/carers) receive information in an appropriate form, explaining:

- the commitment they are making
- the role of a befriender
- how to access support from the service
- that their participation in the service is voluntary

Staff check that there has been understanding to support the making of an informed choice.

2biii) A risk assessment is carried out for each befriendees, in relation to the common befriending activities they will engage in. This is reviewed annually and any identified actions are carried out.

2cv) Information about the impact of the befriending on the befriendees is gathered from a number of sources (e.g. befriendees reviews, befriender support and supervision, match ending questionnaires, referrer feedback, family/carer feedback) and is compared to baseline information gathered during initial assessments.

3aai) 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,



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- **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.

3bvi) Participants' feedback on the training they have received (including satisfaction and achievement of learning outcomes) is routinely gathered **and acted upon to continuously develop training content.**

**N.B. Part indicator only – 1<sup>st</sup> part covered in befriender interview.**

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.

4aii) Information about both the befriendees and befrienders is systematically gathered to help with the matching process.

4aiii) Staff take befriender and befriender profiles and wishes into account when considering matches. When either party expresses a preference around a protected characteristic, e.g. age, gender, the service records why it feels able to support this (an objective justification).

4bii) Staff contact both befrienders and befriendees no more than 1 week after their first meeting and again after no more than 5 meetings have occurred.

4bv) Staff maintain a written or electronic record of all contact they have with befrienders and befriendees.

4ci) Whenever possible, the end of a match or involvement in a group is planned and the specified minimum amount of notice is given.

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 given to both the befriender (family/carer) and befriender.

Additional indicators for re-accreditation of QiB Excellence:

PA3 EX6) Unsuccessful applicants are given support to find other more suitable volunteering opportunities (in or out of the organisation).

PA4 EX2) For one-to-one matches there is a befriending agreement between the individual befriender, befriender and the service, in place within 2 months of the match starting.



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PA4 EX3) Records are kept of the number of meetings between befrienders and befriendees.

PA4 Ex5) Where possible, befrienders and befriendees (or family/carer) are asked to complete an exit questionnaire/interview when their befriending match ends.

## QiB Indicators to be covered by befriender interviews

Reminder: The service can opt out of this part of the process should they be unable to find befriendees willing to be interviewed by the assessor, or should it be inappropriate due, for example, to specific health conditions of the client group. These indicators will then need to be covered at the site visit, so this must be discussed in advance with your assessor.

2a ii) There is clear, accessible information for befriendees on the service they can expect to receive and details of whom to contact if they have questions, suggestions or complaints.

2a ix) The service contacts unmatched befriendees (and/or referrers) on at least a quarterly basis.

2c ii) Befriender reviews are held at least every 6 months, the befriender is not present and the outcome of all reviews is recorded.

2c iii) The service contacts all befriendees informally, at least once, between each review meeting.

2c vi) Befriendees (and family/carers where appropriate) are notified of changes in service policy and procedure, which could impact on their experience of having a befriender or being in a group.

4a vi) The reasons behind the matching decision are explained to both befriender and befriender before they are introduced to each other and both are offered the chance to decline to move forward to a matching meeting.

### **N.B. Part indicator - also asked in befriender interview.**

4b i) The befrienders and befriendees are introduced to each other by a member of staff (or other professional) who has met both/all of the people before.

4b iv) Befriender support and supervision sessions and befriender reviews are used to check that:

- both parties want to continue with the match



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- both parties are aware of any minimum amount of notice the service prefers, if either wish to consider ending the match
- the befriending service is still needed

**N.B. Part indicator - also asked in befriender interview**

The indicators will be explored with the befriended jargon-free and in plain English. Services will be provided with a leaflet from BNs for their Befriended explaining why they are being asked to participate and reassuring them that the questions asked will only be about the service they have received. The befriended can be reassured that they will not be asked to disclose any personal information about themselves to the assessor.

As previously mentioned, befriended are welcome to invite someone to accompany them for the interview if this makes them feel more confident. This can be anyone the befriended feels comfortable with, but should not be the service staff member with direct caseload responsibility for the befriended's match.

We welcome any suggestions from member services to improve access and inclusion for befriended participation.