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| **What if you can’t answer a question?**  It is no big deal.  We just ask the service to give us some paperwork instead.  We just thought speaking to befriendees would be a good place to start.  We hope you will enjoy the chance to help your service out.  We do not want you to feel worried about the chat – we are friendly folk here at Befriending Networks!  **We will not be telling your coordinator anything you tell us about the service if you don’t want us to.**  **You can end the chat at any point, if you choose to.** |  |  | If you want to ask us anything about being involved, please call on **0131 261 8799** or email **angus@befriending.co.uk**.  You are very welcome to get your coordinator to contact us for you if you prefer.    63-65 Shandwick Place  Edinburgh  EH2 4SD  T: 0131 261 8799  W: [www.befriending.co.uk](http://www.befriending.co.uk)  E: [info@befriending.co.uk](mailto:info@befriending.co.uk)  Scottish charity no.: SC023610 |  |  | Helping your service with their Quality in Befriending Award  Information for Befriendees |

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| **Who we are**  Befriending Networks is a charity which helps the work of befriending services.  One way we do this is by managing the UK’s only award for befriending.  **What is the Quality in Befriending Award?**  The Quality in Befriending (or QiB) Award shows that the work of a service is good.  This can help the service when it applies for money to keep helping people.  We check that the service works with people in a way that fits “good practice” – just a way of doing things that has been agreed is best. |  |  | A service that gets the QiB Award can use the logo on the front of this leaflet to let people know their work is good.  **How do you fit in?**  We look at how the service works with people it wants to help – befriendees.  We thought the best way to do this was to ask a befriendee and this is where we hope you can help!  We want to ask you about how you found out about the service. Also, how you were matched with a befriender and how the service keeps in touch with you.  **We do not want to ask you anything personal – that is none of our business.**  After 3 years, the QiB Award runs out and if the service wants to keep it, then it has to let Befriending Networks check again how it works with people.  This means a service and all the people who know about it, can be sure that how it works is still following good practice.  **Where do you fit in?**  Part of the checks we have to do for the service to keep the QiB Award looks at how they work with befrienders.  We thought it would be a good idea for us to speak to befrienders about the service that they get from the service |  |  | **What are we asking you to do?**  If you want to, we would like to speak to you. We would ask you a few questions about how the service works with you.  You will be helping your service keep their QiB Award.  It will take less than 30 minutes and we are happy to agree a time that best suits you.  Please speak to your coordinator about this if you want to help out.  If you want someone you know to be there, that is fine with us.  We want you to feel okay about this, so please let your coordinator know if this would help. |