

Membership with Befriending Networks

A guide to understanding the advantages of membership



Befriending
Networks

Who are *Befriending Networks*?

Since the late 1980s, *Befriending Networks* has provided support, training and guidance to hundreds of befriending projects across the UK and beyond.

Befriending Networks is a third sector intermediary that connects and supports over 300 members across the UK and beyond. Our diverse membership ranges from large to small befriending projects, in urban to rural locations, supporting people experiencing loneliness at all ages and stages of life.

Befriending Networks envisages a society that values befriending, recognises its importance, and provides befriending support to everyone who needs it. Since the late 1980s, we have offered support, training and guidance to hundreds of befriending projects across the UK and beyond and raised awareness about the ways befriending reduces social isolation and loneliness by improving wellbeing.



Membership Agreement



By joining *Befriending Networks*, you are agreeing to the following acts:

- 1.To contribute to the sharing of information, good practice and outcomes
- 2.To share your learning
- 3.To positively promote the concept of befriending
- 4.To uphold good practice in the running of your befriending organisation
- 5.To inform and actively support the strategic and operational direction of the network

By agreeing to this, you ensure that our members are providing befriending that is safe and effective and allows us to act as a voice for the sector at a national level. In return we promise to:

- 1.Promote best practice through resources, training, and the *Quality in Befriending Award*
- 2.Support learning and sharing
- 3.Research and distribute information
- 4.Raise awareness about and promote befriending
- 5.Consult and involve members to inform the strategic direction, management, and governance of *Befriending Networks*

What are the benefits of membership with *Befriending Networks?*

1. Inclusion in the Online Directory, a searchable database where potential volunteers and service users can find your contact details
2. 1:1 Telephone and Email support from the Befriending Networks Team
3. Exclusive access to Members-Only Resources (including good practice guidance and templates)
4. Eligibility to apply for the Quality in Befriending Award
5. Commission Consultancy and Evaluation Services
6. Free organisational access to the Online Volunteer Training Toolkit
7. Networking Opportunities and Events
8. Advertising for Staff Vacancies
9. Discounts on Training Courses, Bespoke Training and Annual Conference
10. Membership Logo



1. Inclusion in the Online Directory

At www.befriending.co.uk/directory you will find a database of all our current membership. Did you know that if you google "befriending" our website is one of the top listings?

As a member, you can create your own listing in our directory. With this you can publicise exactly:

- What your befriending project does?
- The criteria for service users (reducing inappropriate referrals)
- Volunteer requirements (such as time commitment)
- How to make referrals
- Your direct contact details
- Link to your website

All of this information will help potential referrals find you as well as potential volunteers.



2. 1:1 Telephone and Email support from the Befriending Networks Team

Who can I speak to at *Befriending Networks*? We are a small team of 8, learn who you can speak to, about what and when.



Susan@befriending.co.uk

Chief Executive

Monday - Friday

Policy Advice / Media Enquiries

07729107002



Victoria@befriending.co.uk

Learning and Development Manager

Monday - Friday

Training / Bespoke / Events

07834554212



Angus@befriending.co.uk

Quality Officer

Mon, Tues, Wed

CYP / Quality / Good Practice

07834554194



Finance@befriending.co.uk

Finance and Administration Officer

Monday - Friday

Admin / Finances / Bookings

07729107000



Anna@befriending.co.uk

Communications Officer

Monday - Wednesday, Friday

Social Media / Website

07821901241



Becky@befriending.co.uk

Membership Assistant

Mon - Thursday

Support to members

07935714386



Sandra@befriending.co.uk

Membership Services Officer

Mon - Thursday

Support / Requests

07516115121



Nicola@befriending.co.uk

Membership Services Officer

Tues, Wed, Friday

Support / Requests

07732403834



Matt@befriending.co.uk

Membership Development Officer

Tues - Thursday

Support / Requests / Welsh delivery

07714168454

3. Exclusive access to Members-Only Resources



There are a wide range of resources available on our website. Some are entirely public, like our [COVID-19 Support Page](#). While others are membership exclusive. You can access our resources [HERE](#). If you log in to your membership first, you'll be able to access everything with ease. Those that are membership exclusive will require you to log in first in order to access.

Feel like a resource is missing that you would benefit from? [Get in touch](#) with our staff to make your request known.



4. Eligibility to apply for the Quality in Befriending Award

The Quality in Befriending (QiB) Award is the only award in the UK which is specifically tailored for befriending services and is valued by referrers, befrienders, commissioners and funders. Developed by Befriending Networks in consultation with member organisations and other experts in the field of befriending, it promotes Good Practice in the Sector. QiB is relevant for services of all kinds, from children and young people to older adults, one-to-one face-to-face befriending to telephone or group befriending.

Benefits of achieving QiB

- Increase the confidence of potential referrers, befriendees and befrienders as well as funders, commissioners and other stakeholders
- Review and reflect upon all aspects of the services you manage
- Receive a 'health check' and advice on how you can continue to develop the quality of your service
- Achieve a certificate and gain use of the QiB logo

Our New Award: Quality in Mentoring

The Quality in Mentoring (QiM) was recently launched in 2022 for England, Wales, and Ireland members. Very similar to QiB, QiM focuses on the mentoring relationship with two levels (Award and Excellence) at which QiM can be awarded. [Click here for Quality in Mentoring Information.](#)



Why not find out more? You can learn all about [QiB on our website](#) **OR** [speak to our Quality Officer, Angus.](#)

5. Commission Consultancy and Evaluation Services

Befriending Networks has a wealth of knowledge, experience and understanding of the issues faced by befriending projects and other voluntary organisations.

Since 2002, we have applied this knowledge through consultancy services, supporting organisations in their day-to-day work, their review of practice and their future development. Support can be from just a day's input through to longer-term pieces of work.

What kind of help is available? These are some of the areas in which we can help:

- Project Evaluations
- Feasibility Studies
- Organisational Reviews
- Publication Writing
- In-House Training for Staff or Volunteers
- External Supervision for Managers

You can learn more [on our website HERE](#)



6. Free organisational access to the Online Volunteer Training Toolkit

This Toolkit provides befriending coordinators with a variety of resources to assist in training volunteer befrienders. With a choice of video, audio, written and discussion-based content, the Toolkit strives to help you meet your volunteer's learning needs. Content relating to face-to-face as well as distance befriending is included. [Learn more in the video HERE.](#)

This Toolkit has been specifically designed to provide essential information about befriending, which should be used alongside in-house, organisation-specific training. Your organisation will have specific policies and procedures that are important to share with volunteers during training, in addition to material covered by resources in the Toolkit.



New to training? We run a [Training for Trainers](#) course and there are also [How To Sessions](#) run specifically for this toolkit every few months. Keep an eye on our training and events page for upcoming opportunities. Need some direct help or have questions? Why not [contact](#) Victoria directly? Victoria designed the toolkit and is more than happy to help people use it with ease.



7. Networking Opportunities and Events

Since April 2020, we have been running free networking events. Traditionally, they ran every Wednesday 12:30 - 1:30pm, with a set theme each week. As organisations have returned to working in offices and balancing the transition work load post-pandemic, we have reduced the occurrence of these events but do try to have at least two a month.



These meetings are an opportunity to network and build peer support with other befriending projects. Staff from *Befriending Networks* facilitate and provide guidance when needed, but we know how important it is to hear from others who may be facing similar challenges as you. You can find out what's on and register for our [free zoom calls](#) on our website.

We also have over twenty training courses available. These run quarterly with a mixture of set theme training (Topical Training), specific training on set matters such as Dementia (Good Practice Training) and continued professional development training for Volunteer coordinators and project leads (Vital Skills Training). You can find out more [here](#)



8. Advertising for Staff Vacancies

While you can outline your volunteer recruitment on our directory, you could also recruit staff. Another perk of membership with *Befriending Networks* is that you can advertise your recruitment vacancies with us on our website. We know how expensive adverts can be on recruitment websites. Posting jobs on our website is included in your membership fee so there is no extra charge. [You can see some examples here.](#)



9. Discounts on Training Courses, Bespoke Training and Annual Conference



Training events run all year long at Befriending Networks. Currently, training is only available online. [You can see all the events that are available here.](#)

Looking for something specific?? Click on the links below to go to our website and find out more. Remember, to get your membership discount, you must log in to your membership account.

[Vital Skills for Staff](#) - a series of modules for continued professional development in the operations of a befriending project

[Topical Training](#) - a range of topics designed to support you in your role as staff, trustee and, for some training events, a volunteer

[Good Practice training](#) - Each subject within our Good Practice training is focused on an infrastructure of interactive workshop and discussion, followed by access to the appropriate good practice resource.

[Bespoke training](#) - training materials designed specifically for you and your needs

[Annual conference](#) - an event of guest speakers, research and networking



10. Membership Logo

As a member of the Befriending Networks, the Membership Logo can be added to your website, email, and promotional material relating to your service. Show off your membership with us by downloading it from our resources page. To do so, you must be logged into your account.

Some top tips on using our logo:

- 1.The Membership Logo cannot be used to endorse any product or service.
- 2.The Membership Logo is for the sole use of Befriending Networks members and is not available for general distribution
- 3.The Membership Logo is to be updated annually, and is available for download on our website for members only
- 4.Please remove our Membership Logo if you are no longer a member of the Befriending Networks



Member 2023



What does membership cost?

Costs for membership are kept as low as possible and are scaled from £75 upwards depending on organisational income. When you make your application for membership, we will check your details against the appropriate authority body *i.e. Company House* before approving your membership.

<u>Membership Category</u>	<u>Annual Turnover</u>	<u>Annual Fee (NFP)</u>	<u>Annual Fee (FP)</u>	<u>Website Log Ins</u>
Small	< £100K	£75	£100	1 Account Holder (AH)
Medium 1	£101K > 350K	£110	£150	2 AH
Medium 2	£351K > 750K	£150	£180	3 AH
Large / National	£751K+	£190	£225	5 AH
Associate member	Individual	£50	N/A	1 AH



Thank you from *Befriending Networks*

We will support you anyway we can. This booklet is designed to help you take full advantage of your membership and to be aware of the benefits available.



Any further questions?

Although we are a small team and predominately part-time, we are here to help. If you have questions specifically about membership, here are the best people to contact.



Sandra@befriending.co.uk
Membership Services Officer
Monday - Thursday
Membership Support / Requests



Nicola@befriending.co.uk
Membership Services Officer
Tues, Wed & Friday
Membership Support / Requests



Becky@befriending.co.uk
Membership Assistant
Mon - Thurs
Support to members and those
considering membership



Matt@befriending.co.uk
Membership Development Officer
Mon - Thurs
Support to members in Wales