

Quality in Befriending Award

Application guide and indicator list

Section 1 and 2 outline the [Seven 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 needed to achieve the indicator.**

Section 3 and 4 outline the additional and supporting evidence required to complete the application. These sections are **not** accessed through indicators but through **interviews and case studies**.

Appendix 1 – Interview questions

Appendix 2 – full indicator list

Section 1 – 35 indicators - **The Service, Policies and Procedures, Staff and Monitoring and evaluation.**

Where – Moodle, online platform

How- submit live evidence/policy/reports/other documentation

Policies should have been reviewed within the last 3 years and casework should usually be under 1-year-old.

In the indicators where “live” casework evidence is needed, 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.

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

- Confirmation that all evidence has 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.

Section 2 -25 indicators – [Befriender Journey](#)/[Befriender Journey](#) and [Matching and Ending](#).



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Where – site visit/distance teams/zoom video call.

How – present live evidence and where appropriate, talk through journeys and procedures.

The advantage of the site/remote visit is that it allows your nominated representative for the service to discuss the service journey, development and any issues that have arisen.

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, a request for supplementary evidence will be made so that further assessment can be completed.

Supplementary evidence must be submitted within 1 month.

Section 3- interviews

Befriended interviews (normally 2- individual face to face/phone/online interviews or 1 group face to face/online meeting)

A befriended leaflet is available detailing the interview process.

Work with the assessor to agree times and dates that work for your befriended. Apart from name and contact details, you should not share any personal information about the befriended as part of this process.

The interview should last no more than **20 minutes**. Please reassure the befriended that they will only be asked about how the service has engaged with them in preparing and supporting them in the service, the interview will **not** seek to ask befriended about their own matches beyond those process aspects covered in QiB.

Befriended will not be asked to share any **confidential personal information** about themselves with the assessor. Where confidential information is shared, the assessor is guided by BN’s confidentiality policy, and will not share information unless there is a disclosure, concern, or allegation regarding abuse/harm.

In circumstances where a disclosure, concern or allegation regarding abuse/harm comes to the attention of the assessor (in the form of a phone call, online meeting, email, or face-to-face contact). They will immediately record the matter, outlining the details and any action that has already been taken and any other relevant information. This record should then be shared with the CEO. The CEO, guided by BN’s safeguarding policy, will share concerns or disclosures with social services or the Police as appropriate to the circumstances.



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Be aware when planning for a befriender to meet with a BNs assessor, that our roles do not require us to have basic disclosure checks (DBS checks, PVG Scheme Membership or Disclosure Scotland Checks). Please inform your assessor if there is a need for a supportive third party to be present. For example, a parent, guardian, friend, or teacher. Where the befriender is under 16 years old, a trusted adult identified by the child/young person must be present.

It is hoped that by offering befriendeds 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 befriendeds 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.**

Befriender Interviews (normally 2- individual face to face/phone/online interviews or 1 group face to face/online meeting)
A befriender Leaflet is available detailing the interview process.

Work with the assessor to agree times and dates that work for your befrienders. Apart from name and contact details, you should not share any personal information about the befrienders as part of this process.

The interview should last no more than **20 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 befriender 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.



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Staff interview (normally 1- service coordinator- face to face/telephone/online)

The interview should last no more than 30 minutes. The interview will focus on induction, training, support and involvement within the organisation and **not** seek to ask anything beyond those process aspects covered in QiB. Staff will not be asked to share any confidential information about themselves with the assessor.

Should you feel it isn't appropriate for your service, discuss it with your assessor.

Should these interviews require further evidence, we will request additional paperwork to bolster this aspect of the Award.

Section 4- Case studies

Why is this part of the award- Case studies or stories help services demonstrate the impact of their work.

What is required-

- It is about a real person, who has consented to have their story shared and has been involved in the preparation of their story.
- The story should have a beginning, middle and end.
- The length of the story (approx. 300-800 words).
- The story's message should be clear and presented in a way that is easy to understand and communicate well. Using different formats, for example quotes, help communication.

1 case study demonstrating a **Befriender journey.**

1 case study demonstrating a **Befriender Journey**



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Appendix 1- Interview Questions

Befriender interviews

1. How long have you been involved with the service? How long have you been matched with your befriender? Are you involved in group Befriending?
2. Did you get enough information about the service?
3. Were you welcomed, listened to, and given choice?
4. How was the matching process?
5. How has the match been?
6. How often were you contacted by the staff?
7. Do you have service review meetings with the coordinator or someone else at the project/service and if yes how regular have they been?
8. How was the ending?
9. Where you asked to give feedback and your opinion about the service you received?
10. What would you say about the service?

Befriender interviews

1. How long have you been volunteering with the service? How long have you been matched with your befriender?
2. How was the welcome, induction training and overall process of getting to know more about the service?
3. Do you feel safe and supported? Would you know who to speak to if you had a worry or concern?
4. Were you listened to and given choice?
5. Are you comfortable with service boundaries and understand the procedures if you had any concerns about your befriender?
6. How was the matching process? How long did it take from induction until you were matched?
7. How often have you been contacted by the staff/volunteer coordinator at the service?
8. Do you have support and supervision meetings? If so, how often do these happen?
9. Are there follow-up training and other opportunities?
10. Were you asked to give feedback and your opinion about the service/training you received?
11. Is there anything you think the service could do to improve?

1. Tell me about your role within the organisation, when did you join?
2. Upon commencing your employment/current role did you feel welcomed and included in the team?
3. How would you describe your induction to the organisation, and did you require suitable training for your role?
4. Is there any training you did not receive which you think you need for the role?
5. Are you aware of your safeguarding policies and procedures and do you think they are clear and straightforward to follow?
6. Do you feel involved in the development of the service/organisation as well as part of the operational team?
7. What could the organisation do more to include different stakeholders in service development? What could your organisation do to further develop the service?
8. Do you feel your skills and attributes valued?
9. Are you given opportunities to develop professionally?
10. Do you feel supported? (Through support and supervision (how often does this happen, do you get notes from these sessions) and informally)
11. Is there anything you think the service could do to improve?

The service

Indicator	Title	Indicator description	Indicator Notes
1	Board of trustees	The service can demonstrate a management committee/Board of trustees who leads the strategic development of the organisation and is legally responsible for its activities. There is Trustee/Board involvement, either at an event, service activity or/and at a team strategy meeting.	Notes/minutes of a Board meeting. Communication/notes of a strategy/ team meeting
2	Funding	Services have current funding and have applications in place or already have the next 12 months funding secured.	Funding allocation communication.
3	Insurance	Insurance documents should cover employee and public liability and clearly demonstrate that they cover volunteers/befrienders.	Insurance documents.
4	Online/print presence	The service can demonstrate an up-to-date online/print presence <ul style="list-style-type: none"> • Website communicating the service aims and contact details • Active social media profiles • Befriender eligibility criteria are clearly displayed on promotional materials (print and/or online). • There is clear, accessible information for befriender/referrers on the service they can expect to receive and details of whom to contact if they have any questions, suggestions or complaints • There is clear, accessible information for those that are interested in volunteering 	Website, social media, service leaflets.
5	Befriender information	Befriender (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 befriender • How to access support from the service • Their participation in the service is voluntary 	Befriender/service leaflet/handbook.

6	Befriender information	<p>All potential befrienders receive information via a handbook/other format:</p> <ul style="list-style-type: none"> • The service • The needs of the particular befriended group • Befrienders' role description • 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 	Befriender handbook/Volunteer materials.
7	Organisational Risk Register	A risk Register has been carried out for the organisation as a whole with responsibility for any actions allocated and time-lined. This should include financial risks (funding etc), staff loss/sickness, Health and safety areas, office and community working risks.	Organisational risk register, separate risk assessments, strategic planner, business plan.
8	Service Capacity guidance	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. 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.	Written document provided that also specifies a review date and any circumstances that would require an immediate review.

Policies and Procedures

Indicators highlighted- require Volunteer and Staff Policies/procedures.

Indicator	Title	Indicator description	Indicator Notes
9	Equality and Diversity Policy	The service has the following policies or procedures in place (reviewed within the last 3 years);	
10	Rehabilitation of Offenders Policy (Reference to UK law)	The service has the following policies or procedures in place (reviewed within the last 3 years);	Ireland and international applicants; A policy that guides the stages of recruitment in particular managing applications with past convictions.
11	Dignity at Work	The service has the following policies or procedures in place (reviewed within the last 3 years);	

12	Disciplinary Policy (Staff Policy and procedure and one for volunteers/Code of conduct)	The service has the following policies or procedures in place (reviewed within the last 3 years);	A volunteer procedure re issues with conduct/boundaries/role must be included as well as a staff policy.
13	Grievance Policy (Staff Policy and procedure, also one for volunteers should they wish to raise an issue/complaint)	The service has the following policies or procedures in place (reviewed within the last 3 years);	Staff policy is needed. For volunteers - If volunteers want to make a complaint about the support they have received, do they use the complaints policy or have a separate pathway?
14	Complaints & Suggestions	The service has the following policies or procedures in place (reviewed within the last 3 years);	
15	Confidentiality Policy	The service has the following policies or procedures in place (reviewed within the last 3 years);	
16	Data Protection/ GDPR Policy	The service has the following policies or procedures in place (reviewed within the last 3 years);	
17	Handling, Holding and Destroying Information	A policy or Privacy statement covering data collection and management including Vetting information. The service has the following policies or procedures in place (reviewed within the last 3 years);	Policy/Privacy statement must include, staff/volunteers and client data
18	Health & Safety Policy	The service has the following policies or procedures in place (reviewed within the last 3 years);	This might need supported by relevant risk Assessments. For example - The fire RA

19	Protection of Vulnerable Groups/Adults/Children/Safeguarding	The service has the following policies or procedures in place (reviewed within the last 3 years);	
20	Drugs/Alcohol Policy (A statement for volunteers is needed in addition to Staff policy)	The service has the following policies or procedures in place (reviewed within the last 3 years);	Staff Policy. For the volunteers, a statement in the volunteer handbook or boundaries information.
21	Handling Money and Prescription medicine STATEMENT (Befrienders ONLY)		Can be statements within volunteer handbooks or other materials (Befrienders ONLY)
22	Support and Supervision Policy (Staff and volunteer Policies are needed)	The service has the following policies or procedures in place (reviewed within the last 3 years);	Staff and volunteers need to be covered.
23	Lone working Policy with out of hours guidance	There is a Lone Working Policy which includes volunteers, and the service has written guidance concerning out of hours support.	If there is no out of hours work- this needs to be stated.

Indicator	Title	Indicator description	Indicator Notes
24	References and vetting evidence	2 written references are taken up and vetting checks are carried out for all staff who have regular 1:1 contact with vulnerable befriendees.	2 staff live references and vetting evidence or official letter from HR.
25	Staff training	<ul style="list-style-type: none"> • Protection of vulnerable adults / children • Risk management • Managing volunteers 	Training certificates/experience.
26	Support and supervision	All befriending staff receive scheduled 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.	2 live records of S/S from same staff member within 3 months of each other.
27	Appraisal	All befriending staff receive an annual appraisal referencing their job description, have a written training record and an annual training needs assessment.	Live appraisal record.
28	Staff Training budget	There is a staff training budget.	Organisational/ Service budget.
29	ID badges	Staff and befrienders are given ID badges.	

Monitoring and evaluation

Indicator	Title	Indicator description	Indicator Notes
30	Outcomes	The Service has determined the outcomes it is trying to achieve and can demonstrate how the information is collected and monitored for evaluation and learning. Outcomes are measured as a baseline during initial assessments and subsequent readings are taken throughout the befriender journey.	Outcome Paperwork/reports/ Strategy document, funding paperwork.
31	Output/targets	Output and other relevant targets have been agreed. Demonstrating the level of service provided (e.g. number of matches supported, befrienders recruited & trained etc) in annual/service reports and encompasses qualitative as well as quantitative data. These are made publicly available.	Annual report, Funding reports, service reports.

32	Weak areas	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.	An example showcasing service improvement.
33	Equalities Monitoring	Equalities monitoring is carried out in relation to all potential befriendees and befrienders, and used to improve practice.	Equality live forms for both volunteers and clients.
34	Evaluation and impact	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. Information about the impact of the befriending on the befriender/befriended is gathered from a number of sources (e.g. befriender reviews, befriender support and supervision, end of match service questionnaires)	Service survey's, external evaluation, befriender reviews, befriender support and supervision, end of match service questionnaires.
35	Notification of changes	Befriendees (family and/or carers) and Befrienders are notified of changes in service policies and procedures which could impact on their experience of having a befriender or being in a group.	Letter/email to stakeholders.

Befriender Journey

Indicator	Title	Indicator description	Indicator Notes
36	Befriender Journey Procedures including Referral Policy and Procedures, Review Statement and matching and ending Procedures	<ul style="list-style-type: none"> • Referral Policy and procedure • Review statement • Matching Procedure • Ending Procedure and guidance <p>There is a written assessment procedure which ensures all potential befriendees 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. Unsuitable referrals are signposted to potential other services/support.</p>	This can be evidenced in separate documents or a complete journey policy/guide.
37	Referral and Waiting list	All referral and self-referral enquiries are recorded, processed swiftly and their progress is tracked. Records are kept of the number of potential	Spreadsheet/database record.

		befriended on the waiting list including the length of time since they applied; the waiting list is regularly updated.	
38	Referral Form	All potential befriended have a completed referral form .	Live Referral form.
39	Consent	The befriended'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 befriended is matched, to a befriender and/or referrer. 	Consent forms.
40	Client contacts	The service contacts matched and unmatched befriended (and referrers) on at least a quarterly basis.	Contact records. This can be cross referenced with indicators 51/56.
41	Risk assessments	<ul style="list-style-type: none"> • If a befriender visits their befriended's home, the house and other occupants are risk assessed beforehand. If the match will not be visiting the befriended's home, the service can demonstrate that this is its policy. • A risk assessment is carried out for each befriended in relation to the type of activities they will engage in with their befriender (reviewed annually and any identified actions carried out). 	Home/environmental and activity risk assessments. Individual RA if relevant. Home RA for Befrienders home if relevant.
42	Befriended Reviews	Befriended reviews are held at least every 6 months, if the befriender is not present this should gather; <ul style="list-style-type: none"> • The personal aims of the befriended, in relation to having a befriender, are noted during their assessment and the degree to which they have been achieved is measured over time. • Check If they want to continue with the match and if the befriending service is still needed. • Their perceptions of the service • Outcome of all reviews is recorded. 	2 live records of the same befriended with 6 months of each other.

Indicator	Title	Indicator description	Indicator Notes
43	Volunteer Assessment procedure/Checklist	All volunteers go through the same application and assessment procedure.	Assessment procedure/Checklist/ Volunteer journey section in Volunteer handbook.
44	Volunteer records	Records are kept of the number of potential befrienders who apply, the number who are trained, and the number who are matched with befriendees.	Spreadsheet/database record.
45	Application & Consent	All potential befrienders complete an application form . Consent is obtained from the volunteer to gather and manage their personal data.	Live application form and Volunteer assessment/journey procedure/checklist. Including consent forms.
46	Volunteer interview and vetting	Potential befrienders are: <ul style="list-style-type: none"> • 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, where required, before they are accepted as a befriender. 	Role description, live interview form, 2 live references for the same befriender, record of their successful vetting.
47	Volunteer Initial Training	Introductory training takes place over at least 2 sessions, 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. Induction training should be compulsory for the role. Training must include - see Training Appendix	Training outline, pack, presentation and handouts.
48	Training feedback	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.	Live Training feedback form.
49	Volunteer selection	The reasons for selection decisions for befrienders are recorded. Participants' performance during training and understanding of the topics covered is noted and referred to during the final selection process.	Volunteer selection sheet/meeting notes or post training interview.
50	Unsuccessful applicants	Staff give feedback to unsuccessful applicants and are given support to find other more suitable volunteering opportunities (in or out of the organisation).	Contact record or email.

51	Volunteer support and supervision	All befrienders receive scheduled, support and supervision sessions at least every 6 months with scheduled phone / e-mail contact maintained between these meetings. That includes; <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 volunteers role • Are routinely used to gather befrienders' perceptions of the service and how they perceive their befriender to be benefiting /progressing. • Check if they are happy and want to continue 	2 live redacted meeting notes within 6 months of each other.
52	Volunteer contacts	The service contacts matched and unmatched befrienders on at least a quarterly basis. Extra follow-up contact is provided to the befriender if there are difficulties in the match or group, or the befriender is new.	Contact records. This can be cross referenced with indicators 40/56.
53	Volunteer Training	Refresher and/or developmental training is offered to all befrienders each year e.g. first aid training. 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 / dementia)	Training Planner or schedule.

Matching and ending

Indicator	Title	Indicator description	Indicator Notes
54	Matching profiles	Information from both befriendees and befrienders is systematically gathered to help with the matching process.	Live referral form/application form/Initial meeting/interview form/other meeting notes.
55	Matching decision	Staff take befriender and befriendee profiles and wishes into account when considering matches. The rationale behind each matching or group formation decision is recorded and the reasons behind the matching decision are explained to both befriendee and befriender before they are introduced to each other. When matching decisions involve a protected characteristic, e.g. age, gender, etc. an objective justification (the reason why this is considered valid) is noted. Both are offered the opportunity to decline to move forward to a matching meeting.	Contact/meeting records or matching form.

56	Initial meeting	The befrienders and befriendees are introduced to each other by a member of staff/other role.	Contact records. If there is no 3 way meeting, a statement of how the match is initiated is needed.
57	Match records	Service staff maintain a written or electronic record of all contact they have with befriendees and befrienders. <ul style="list-style-type: none"> • Staff contact both the befrienders and the befriendees no more than a week after their first meeting and again after no more than 5 meetings. • Staff continue to monitor changes in relationship boundaries within a match and act when they move out with the service policies. • Staff provide extra support to new matches or groups which are not gelling easily. 	Contact records- This can be cross referenced with indicators 40/51.
58	Ending planning	Whenever possible, the end of a match is planned and the specified minimum amount of notice is given. Both parties are aware of any minimum amount of notice expected before the end of a match if possible. During the final stages of the match, befriendees and befrienders are encouraged to reflect on and celebrate the successful aspects of their relationship.	Contact records.
59	Unexpected ending	When a match unavoidably ends suddenly, extra support is given to the befriendee and/or befriender.	Contact records.
60	Ending communication	Service staff explain why a match is ending to everyone involved (befriender, befriendee, carer/family, referrer – if still involved) and 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 befriendee (family/carers) and the befriender.	Email/letter/other communication.

Excellence Indicators

Indicator	Title	Indicator description	Indicator Notes
1	The service	The service adapts procedures and materials as required to support individual befriendees or befrienders to access it on an equal basis.	Larger Print materials, materials in different languages.
2	The service	The service uses their case studies/stories for service promotion.	2 social media examples/posts

3	Policies and Procedures	The policies and procedures to help guide how risk is managed include: <ul style="list-style-type: none"> • Driving • Photography both reviewed within the last 3 years.	
4	Staff	Befriending staff take part in relevant networking events .	Event booking confirmations.
5	Staff	Training providers (often service staff) have undertaken a training for trainers' course .	Training certificates.
6	Staff	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). Befriending staff keep up to date with wider policy and research developments in relation to their befriended group.	Training certificate or experience.
7	Monitoring and evaluation	The services measures the success of changes in policy and procedure.	Monitoring and evaluation specifically around policy and procedures.
8	Monitoring and evaluation	The service can demonstrate the continuing need for its work (e.g., demand for service, lack of alternative options for befriended group in locality, demographic data on potential befriended group in locality – it is likely that a combination of these types of evidence will be required for the indicator).	
9	Monitoring and evaluation	Referrers/family/carers are asked to complete an exit questionnaire / interview when the befriending match ends.	Where referrers are still involved with befriendees, they are asked for feedback on the benefits of the service to the befriended.
10	Monitoring and evaluation	A service/organisation survey is completed with all stakeholders or/and focus/working groups (involving different stakeholders) are organised to assist with the development of the organisation.	
11	Befriended Journey	After a successful match, befriendees are offered further opportunities with the organisation via volunteer roles, participation in focus groups or other relevant activities.	
		Volunteer health and wellbeing data and personal aims are captured and monitored over time.	

13	Befriender Journey	Introductory training includes complementary topics, for example: <ul style="list-style-type: none"> •Attachment separation and loss •Personal development / self-reflection •Relationship building • Befriender's motivations, expectations, hopes & fears 	Training materials. N.B. These are suggestions only – there is no requirement to evidence you deliver any or all these examples if your service offers different complementary topics.
14	Befriender Journey	Existing befrienders and/or befriendees attend one of the introductory training sessions in order to share their experiences with participants.	
15	Befriender Journey	Applicants have a post-training interview and are given feedback after they have completed their introductory training.	interview notes.
16	Befriender Journey	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.	2 records of support and supervision within 3 months of each other for the same individual.
17	Befriender Journey	Group peer support sessions are offered to befrienders in addition to 1:1 support.	Contact notes or other evidence.
18	Befriender Journey	Topics for ongoing/developmental training sessions are identified during induction training, support and supervision, and/or by suggestions from befrienders.	2 records of support and supervision within 3 months of each other for the same individual.
19	Befriender Journey	Social events are arranged for befrienders (with or without befriendees) at least once a year.	
20	Befriender Journey	A newsletter is sent out to befrienders at least twice a year.	
21	Befriender Journey	Resources , specific to the befriender group supported, are available for befrienders to borrow (e.g. memory boxes, toys/book boxes, reference books).	
22	Matching and Ending	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.	Befriending agreement.
23	Matching and Ending	There is guidance for staff detailing the circumstances which will prompt the service to bring matches to a close.	Ending guidance for staff

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