

Reaccreditation

QUALITY IN BEFRIENDING

QUALITY IN MENTORING

It is now time for your Reaccreditation process to begin.

You will have received a reminder email from us as it is now six months prior to the expiration date of your award. **You should aim to fully complete this process over the next six 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 six months) so long as you are able to commence the process and be engaging with it.

The reaccreditation process.

The process is different to the full application and easier and quicker to complete. It still involves you uploading digital evidence, completing a site or remote visit and interviews but **the process has been designed to focus on the recommendations of your QUALITY IN BEFRIENDING /QUALITY IN MENTORING report and tracker and to monitor and evaluate service development**, please see below for further detail:

- Service uploading digital evidence (15 policies and procedures) to an online platform.
- Arranged telephone/online/face to face interviews with service-nominated **befrienders/mentors** (normally 2) to discuss their experience and aspects of their role – and normally lasts no more than 20 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- Arranged telephone/online/face to face interviews with service-nominated **befriendees/mentees** (normally two) to discuss their experience and understanding of the service – and normally lasts no more than 20 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- Arranged telephone/online/face to face interviews with a staff member to discuss their experience and aspects of their role – and normally lasts no more than 30 minutes. ***Evidence is gathered through the interviews; no documents are required.***
- A site/remote visit to review the recommendations in your QUALITY IN BEFRIENDING /QUALITY IN MENTORING tracker and feedback report. ***It is helpful for evidence to be prepared for the site/remote visit.***

Quality in Befriending/Mentoring Reaccreditation Fees

Annual Organisation Turnover	To pay on registration	To pay for assessment	Total cost
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/Mentoring Assessment was for multiple befriending/mentoring 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 Angus MacLean, Quality Officer (07834 554 194) or email: 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/Mentoring Award.

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 **Application Form**.

On receipt of this, BNs will confirm you remain eligible for Quality in Befriending/Mentoring 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 **three months** before the original award expiry date to allow for preparation of the evidence.

How to Complete your Reaccreditation?

Start early

- Have a look at online platform, check out the indicators and begin uploading your policies and procedures. We will also send a “How to Get Started with QUALITY IN BEFRIENDING /QUALITY IN MENTORING 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/remote visit, when co-ordinator or manager will be available; and
 - think about befriendees/mentees and befrienders/mentors who might be willing to participate (chat to your assessor about the best way for this to happen).
- Ensure you have completed all the uploading of sample paperwork, **ideally eight weeks before but no later than four weeks before the site visit/online meeting**. Once you have completed this we will invoice 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:

Policies and Procedures uploads

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

All the indicators in this section are policy and procedure related, however, in the few 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 Quality in Befriending /Quality in Mentoring 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 Quality in Befriending /Quality in Mentoring standard so that it can be resubmitted.

Site/remote visit

You will have received your QUALITY IN BEFRIENDING /Quality in Mentoring feedback report and QUALITY IN BEFRIENDING /Quality in Mentoring tracker the last time the service was assessed, giving you plenty of time to prepare for it. 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 one month.**

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

A befriender/mentee leaflet is available detailing the interview process.

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

The interview should last no more than **20 minutes**. Please reassure the befriender/mentee 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 befriendees/mentees about their own matches beyond those process aspects covered in Quality in Befriending.

Befriendees/mentees 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.

A befriender/mentee is welcome to have someone present to support them during the interview, **though this should not be the Coordinator or Volunteer.**

Be aware when planning for a befriender/mentee to meet with a BN's 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/mentee is under 16 years old, a trusted adult identified by the child/young person must be present.

It is hoped that by offering befrienders/mentees 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/mentee groups supported by members, there may be capability concerns. **Should you be unable to offer befrienders/mentees 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/mentor Interviews (normally 2- individual face to face/phone/online interviews or 1 group face to face/online meeting)

A befriender/mentor leaflet is available detailing the interview process.

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

The interview should last no more than 20 minutes. Please reassure the befriender/mentor 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/mentors about their own matches beyond those process aspects covered in Quality in Befriending. Befrienders/mentors will not be asked to share any confidential information about themselves or their befriender/mentee with the assessor.

When choosing befrienders/mentors 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/mentor 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/mentors, for whom, participating in the process of reaccreditation for the Quality in Befriending/Mentoring Award will prove an empowering experience. **Should you feel it isn't appropriate for your**



5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

Befriending Networks Ltd is a Charitable Company Limited by Guarantee, registered in Scotland No. 195896.
Charity No. SC023610 regulated by OSCR.

@befriendingnet

Befriending Networks LTD

@BefriendingNetworks

service or you are unable to find any befrienders for this part of the process, discuss it with your assessor.

Staff interview

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 Quality in Befriending /Quality in Mentoring. Staff will not be asked to share any confidential information about themselves or 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.

Outcomes of the reaccreditation process

At the end of the 5-step process, the outcomes of the assessment will either:

- Quality in Befriending /Quality in Mentoring Award/Quality in Befriending /Quality in Mentoring Excellence achieved, (option to upgrade to Excellence information if appropriate)
- Not achieved and extra evidence requested
- Quality in Befriending /Quality in Mentoring not achieved

Quality in Befriending /Quality in Mentoring Award/Quality in Befriending /Quality in Mentoring Excellence achieved.

The service has demonstrated that its practice across all sampled Practice Areas is still of the standard required for Quality in Befriending /Quality in Mentoring 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/Quality in Befriending /Quality in Mentoring Tracker 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 Quality in Befriending /Quality in Mentoring Excellence

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

Should a service with the Quality in Befriending /Quality in Mentoring Award decide that they would like to apply to upgrade to Quality in Befriending /Quality in Mentoring Excellence, they will have 3 months to do so from the date of 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 Quality in Befriending /Quality in Mentoring Excellence will have no impact on a successful reaccreditation of the Quality in Befriending /Quality in Mentoring 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 Quality in Befriending /Quality in Mentoring Award or Quality in Befriending /Quality in Mentoring Excellence has been achieved or not.

For services who are unsuccessful after 2 months of additional requested evidence, there will be a right of appeal.

For services seeking reaccreditation of Quality in Befriending /Quality in Mentoring 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 Quality in Befriending /Quality in Mentoring Award level. This will mean ceasing to use the Quality in Befriending /Quality in Mentoring Excellence logo and replacing it with the Quality in Befriending /Quality in Mentoring 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, they should follow the appeals procedure.

QUALITY IN BEFRIENDING/MENTORING Appeals procedure

If you wish to appeal against the outcome of your assessment, please write to CEO Susan Hunter (Susan@befriending.co.uk) detailing what you think needs to be addressed and reviewed (Please reference the indicator numbers or sections).



5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

Befriending Networks Ltd is a Charitable Company Limited by Guarantee, registered in Scotland No. 195896. Charity No. SC023610 regulated by OSCR.

 @befriendingnet

 Befriending Networks LTD

 @BefriendingNetworks

The CEO will respond to the appeal within 4 working days and will detail how long the appeals process will take. We aim to resolve appeals within 10 working days. If the appeal process is going to take longer to complete, the CEO will contact you to tell you when you can expect a response.

The CEO's decision will be final.

For complaints regarding the QUALITY IN BEFRIENDING/MENTORING process or the service received, please refer to Befriending Networks' complaint's procedure.

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



5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

Befriending Networks Ltd is a Charitable Company Limited by Guarantee, registered in Scotland No. 195896. Charity No. SC023610 regulated by OSCR.

 @befriendingnet

 Befriending Networks LTD

 @BefriendingNetworks

APPENDIX 1 – Indicators

Quality in Befriending /Quality in Mentoring 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.

Indicators highlighted- require Volunteer and Staff Policies/procedures.

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	This might need supported by relevant risk



		place (reviewed within the last 3 years);	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 <u>STATEMENT</u> (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.

APPENDIX 2 - Interviews questions QUALITY IN BEFRIENDING and QUALITY IN MENTORING



QUALITY IN BEFRIENDING

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 following 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?

Staff Interviews

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 required for your role?
4. Is there any training you did not receive which you think you need for the role?



**Befriending
Networks**

5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

Befriending Networks Ltd is a Charitable
Company Limited by Guarantee, registered
in Scotland No. 195896.
Charity No. SC023610 regulated by OSCR.

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?

QUALITY IN MENTORING

Mentee interviews

1. How long have you been involved with the service? How long have you been matched with your Mentor? Are you involved in group Mentoring?
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?

Mentor interviews

1. How long have you been volunteering with the service? How long have you been matched with your Mentee?
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 Mentee?
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?



**Befriending
Networks**

5-7 Montgomery Street Lane, Edinburgh, EH7 5JT
0131 261 8799 | info@befriending.co.uk
www.befriending.co.uk

Befriending Networks Ltd is a Charitable
Company Limited by Guarantee, registered
in Scotland No. 195896.
Charity No. SC023610 regulated by OSCR.

 @befriendingnet

 Befriending Networks LTD

 @BefriendingNetworks

8. Do you have support and supervision meetings? If so, how often do these happen?
9. Are there following 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?

Staff Interviews

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 required 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?

