

Assessment and Outcome

Assessment

Upon completing submitting evidence for Practice Areas indicators within the first 2 months, we will raise the **non-refundable assessment fee invoice**. Payment is required before assessment of the application can be started. The sooner the assessment process starts; the sooner you will get feedback on how your application is doing. This gives you chances to re-submit evidence throughout the six months if needed.

If any service is struggling to meet the deadlines and having problems uploading their evidence within the six month period, please contact your assessor for support and guidance.

Outcome

An Assessment can lead to three possible outcomes:

1) Achieved - All practice areas and supporting evidence have achieved good or excellent practice.

Services will receive:

- A QiB Award (or QiB Excellence) certificate with the date that their award expires
- An electronic version of the QiB logo to use on their materials;
- An assessment report and tracker highlighting examples of particularly good practice and suggestions of areas for possible development; and
- An updated entry in the Quality Database on the BNs website and the QiB Award/QiB Excellence logo displayed with the service's name in the online Befriending Directory.

Upgrading to Excellence

Services can choose to apply for QiB Excellence as part of their initial application – to do this, they simply need to submit evidence against all of the Excellence indicators as well as the Award indicators.

OR

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After achieving the QiB Award, a service is given **3 months** to complete an upgrade to QiB Excellence as part of the same application if they choose. Any successful upgrade to Excellence is given the same expiry date as the original Award.

2) Not yet fully achieved – Where indicators have not yet been achieved/ have been assessed as not meeting the minimum good practice level after the assessment of all Practice Areas at the six month point, you can still achieve the award by submitting extra evidence within a period of **three months**. You will have received feedback via the online platform/email/face to face or online meetings to guide your re-submissions.

N.B. When a service goes on to achieve QiB after submitting extra evidence, the Award's expiry date is calculated as three years from the date of the original assessment. This means that those service who achieve QiB first time around gain the benefit of holding the Award for the full three years.

3) Not achieved – The award indicators have not been fully evidenced and QIB is not awarded.

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Appeals

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.

QIB 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).

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 QIB process or the service received, please refer to Befriending Networks' complaint's procedure.

Feedback from applicants

Once you have achieved QiB, you will be sent a follow-up monitoring form. It provides feedback on the process and the quality of support and feedback offered by Befriending Networks. The results are used to review the award and improve the service we offer.

Annual monitoring

Once a holder of QiB for a year, you are required to complete a short annual monitoring form. This will ask for updated information about any material changes in the service (e.g. about staffing levels or the number of matches being supported). This is to monitor adherence to the Running a Befriending Service: The Good Practice Guide.

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The Annual monitoring form will also ask for updates that relate to recommendations made through the assessment. Recommendations highlighted in the QIB Report development table, needs to be evidenced at this stage.

Significant service changes

- You are responsible for informing Befriending Networks if there are any significant changes to your organisation. This could be to your aims and objectives or to your practice (e.g. if the befriended group changes or the type of befriending offered is altered).
- You should also notify Befriending Networks of details of any notifiable event that you have reported to OSCR, Charity Commission or equivalent.
- If launching an additional befriending service, you must not claim or imply that this service has achieved QiB. Once the new service has completed a full cycle of work (including recruiting, training, matching and providing ongoing support to befrienders) the new service will be eligible to apply to QiB in its own right.

Ultimately, Befriending Networks has the right to withdraw QiB from individual services, or change the level of award they hold, if significant changes have occurred which impact on service delivery as assessed for the original Award.

Reaccreditation

QiB Award/QiB Excellence is valid for three years. Services holding QiB will be contacted with details 6 months before the Award expiry date and invited to apply for reaccreditation. Preliminary information can be found by visiting the 'Reaccreditation' section of Befriending Networks website.