Training Catalogue 2024

Befriending Networks

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Befriending Networks Training Events: An Overview

Vital Skills for Staff (page 4 - 12)

A series of intensive learning courses to support any staff member operating befriending.

- Training for Trainers
- Recruiting Befrienders
- Support and Supervision
- Boundaries
- Matching and Endings
- Risk Management
- Managing Waiting Lists and Organisational Capacity

https://www.befriending.co.uk/training-events/vital-skills/

Topical Training (page 13 - 22)

A series of short and interactive courses to support any staff member operating befriending.

- Bereavement in Befriending
- Collaboration and Co-Design
- Monitoring, Evaluating and Reporting Impact
- Policies and Procedures for Befrienders
- Reducing Inappropriate Referrals
- Safeguarding in Befriending
- Supporting Mental Wellbeing in Befriending Projects
- Volunteer Retainment

https://www.befriending.co.uk/training-events/topical/

Good Practice in Befriending (page 23 - 27)

Training focused on resources and Befriending Networks Good Practice Guides

- Running a Befriending Service
- Management and Leadership in Befriending Projects
- Dementia and Befriending

https://www.befriending.co.uk/training-events/good-practice/

Special Events and Networking (page 28 -37)

- Masterclasses
- Annual General Meeting
- National Conference
- Research Events
- Making the Most of Membership
- Networking Events
- Leaders and Managers Network
- Befriender Training Toolkit and How To Sessions

https://www.befriending.co.uk/training-events/

Vital Skills

Click here to see current Vital Skills events listings

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What are Vital Skills for Staff courses?

The seven modules were developed by Befriending Networks to provide a comprehensive grounding for new coordinators and managers or a refresher for more experienced workers in a befriending team. All seven modules cater to both distance befriending and in-person projects and aim to build the confidence of staff and to develop knowledge and understanding of key areas of befriending. Courses available include (1) Training for Trainers; (2) Recruiting Befrienders; (3) Support and Supervision; (4) Boundaries; (5) Matching and Endings; (6) Risk Management; (7) Managing Waiting Lists and Organisational Capacity.

How long does it take to complete a course?

Vital Skills courses are currently run as a one-day online event, except for Training for Trainers which runs differently (see page __). There are certificates of completion available for those who complete the summative assessment after the event.

How often are the Vital Skills courses available?

Each course runs once a quarter minimum. On average, there are 15 spaces per course. Where possible, we try to ensure courses run on a different day of the week each time to accommodate staff capacity and availability.

How much does a Vital Skills course cost?

Vital Skills pricing begins at £65 for members of Befriending Networks and £90 for non members. Please check each individual event for pricing.

How many Vital Skills courses are there?

There are seven in total. These can be completed as stand alone training modules, or as a series. Courses can be completed in any order.

www.befriending.co.uk/training-events/vital-skills

Training for Trainers

This course goes through three stages: Preparing training; Facilitating training; and Evaluating training. Training for Trainers is designed for those new to their role of training volunteers and/or staff. The course is also applicable for those who need refresher training. A trainer must be able to prepare, facilitate, and evaluate their training. This course is split into those three sections to ensure you leave the course with confidence on how to be the best trainer possible with relevant, engaging, and dynamic content.

As this is the biggest course of all the Vital Skills, there is also an optional support session available with the course coach to ensure you have a chance to talk through any assessments, content or questions. Assessments include creating a teaching plan, preparing and facilitating a 15min presentation, evaluating your peers and creating a development plan.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To define the concept of individual learning styles and their implications for trainers
- To develop the session planning skills required to build effective training
- To demonstrate facilitation and presentation skills in training delivery
- To solve difficult training scenarios and learning barriers
- To evaluate your training content, your, and the participants' facilitation abilities

Availability and Pricing

This course runs with six places maximum per run. For this reason, Befriending Networks aim to have this course available every two months. Please note this course is available for private run for organisations (3 attendees minimum).

Training for Trainers costs £95 for members of Befriending Networks and £125 for non-members.

Course Duration and Assessment

There are multiple online sessions, spreading over several weeks to allow participants to digest the information and have the opportunity to learn from others, ask questions and evolve their volunteer training programme accordingly.

Commonly, this course is one 3hour session per week, over three weeks. There are assessments to be completed each week, meaning participants need to ensure they have independent learning time available.

Testimonial

"I thought this was a really useful course. Very well run and really got me thinking about how to improve training and introduce more interactive elements. I was aware of learning styles before but never created a teaching plan before or considered how useful this could be in designing a training. The opportunity to create a presentation and try out new things in a safe supportive training environment was really helpful."

- Participant 2023

Recruiting Befrienders

This course is designed to develop your knowledge and understanding of recruiting befrienders. The recruitment of volunteers is a topic consistently raised at our networking events and it is why this course was designed and launched years ago - we know it can be a constant challenge for befriending projects. Recruiting and retaining the right volunteers is a continuous challenge for befriending services. Making sure you have a clear message about what you do and how you do it is important, you have to make sure your messages reaches the right target audience. How to be successful at all of these levels of the recruitment process is the key focus of this course. Please see a full list of the agenda below. **Please note:** Though the course is focused on the befriender recruitment process, much of the information is transferable to staff recruitment too.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of reviewing impact of marketing materials and advertisements.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To develop an understanding of barriers to volunteering
- To propose solutions to overcoming barriers to volunteering
- To review recruitment protocol and elements
- To critique and analyse social media and social marketing
- To discuss good practice methods in recruitment policies and procedures

Testimonial

"Networking with other people on the course, sharing ideas and information was extremely beneficial. Great to acquire handy tips for marketing and recruitment and highlighting areas for improvement."

-Participant 2023

Availability and Pricing

This course runs with 20 places maximum per run. Recruiting Befrienders is available once a quarter.

Recruiting Befrienders costs £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve recruitment materials accordingly. To receive a certificate of completion for Vital Skills: Recruiting Befrienders, participants must complete the online summative assessment after class.

Support and Supervision

This course is designed to develop your knowledge and understanding of of the steps befriending services can take to protect vulnerable groups, befrienders, staff, and the reputation of the organisation. Working within the community requires an awareness of many external factors, knowledge of risk indicators, and the use of strong internal controls. Those that complete this course will develop their knowledge and understanding to run their befriending project and support their stakeholders safely.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of creating a Support and Supervision protocol and agenda for their service.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To analyse what support structure is best for your project
- To compare support and supervision content with attendees from other projects
- To identify incentives for volunteer engagement and volunteer retainment
- To discuss methods of data collection and impact measurement
- To calculate staff capacity for providing effective and efficient support and supervisions

Availability and Pricing

This course runs with 20 places maximum per run. Vital Skills: Support and Supervision is available once a quarter.

Support and Supervision costs £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve support procedures accordingly.
To receive a certificate of completion for Vital Skills: Support and Supervision, participants must complete the online summative assessment after class.

Testimonial

“Being actively encouraged to apply every aspect of the training to our own organisation at every step of the way. Rather than doing basic training as a 'one fits all' and then having to try and make it fit. There was a real focus on what we do now, what we could do and how that would look in practice..”

-Participant 2023

Boundaries

This course is focused on establishing boundaries within the befriending relationship and service. During this course, you will review the importance of boundaries and how to implement them throughout your service. By reviewing why boundaries may be over-stepped, you will develop your knowledge and understanding of how to respond when your service has a breach of boundaries. It is important to have a clear message and this course is designed to help you provide the necessary provision to ensure your befrienders feel safe and your service users are well looked after. This course also reviews staff boundaries and staff capacity.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of creating a Boundary Agreement.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To examine the purpose of boundaries within befriending
- To distinguish methods for communicating boundaries to stakeholders
- To create a boundary agreement for your befriending matches
- To review staff capacity and staff boundaries
- To identify reasons boundaries may be broken and construct methods to minimise risk

Availability and Pricing

This course runs with 20 places maximum per run. Vital Skills: Boundaries is available once a quarter.

Boundaries costs £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve support procedures accordingly.
To receive a certificate of completion for Vital Skills: Boundaries, participants must complete the online summative assessment after class.

Testimonial

"It was informative and engaging. We had a gifted presenter who managed to bring all experiences together and facilitate all needs. It was a great balance of interaction and information without any low points. It was an excellent session."

-Participant 2024

Matching and Endings

This course is designed to develop your knowledge and understanding of the matching process. A successful match can help encourage better results when measuring the impact of your project, can improve your reputation and can help with volunteer retainment as we provide our volunteers with a positive experience. This course reviews good practice and protocol with your matches, beginning to end. Endings must be handled with care to ensure any positive work done or progress made is protected. Join this one day event to learn more.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of creating a 'To cease' protocol for endings matches safely.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To demonstrate an understanding of matching methods
- To compare match meeting practice with attendees from other projects
- To create an efficient referral form
- To discuss methods for collecting and storing data
- To plan for match endings and design a positive procedure for your service

Availability and Pricing

This course runs with 20 places maximum per run. Vital Skills: Matching and Endings is available once a quarter.

Recruiting Befrienders is £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve support procedures accordingly.
To receive a certificate of completion for Vital Skills: Matching and Endings, participants must complete the online summative assessment after class.

Testimonial

"Hearing about other organisation's befriending projects and what their pathways included was extremely beneficial. I was able to pick up tips and tricks throughout the course and definitely tweaked parts of our planned process in light of it."

-Participant 2023

Risk Management

This course is designed to develop your knowledge and understanding of the steps befriending services can take to protect vulnerable groups, volunteers, staff and the reputation of the organisation. Working within the community requires an awareness of many external factors, knowledge of risk indicators, and the use of strong internal controls. Those who complete this course will develop their knowledge and understanding to run their befriending project and support their stakeholders safely.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of creating a Risk Management policy to ensure their project achieves an accountable and safe practice.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To assess the purpose of risk management
- To define risk(s) facing your organisation
- To formulate best methods to respond to risk
- To construct an effective risk policy and risk assessment procedure
- To assess your understanding of important legislation

Availability and Pricing

This course runs with 20 places maximum per run. Vital Skills: Risk Management is available once a quarter.

Recruiting Befrienders is £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve support procedures accordingly.
To receive a certificate of completion for Vital Skills: Risk Management, participants must complete the online summative assessment after class.

Testimonial

"My favourite thing about this course was learning on the course that our charity can be more consistent in the way risk assessments are completed as it seems every service has a different form. I have shared what I have learnt from the course with Trustee and our CEO, sending them the Risk Management Policy I created."

-Participant 2024

Managing Waiting Lists and Organisational Capacity

This module is designed to develop your knowledge and understanding of Managing Waiting Lists and Organisational Capacity. Exploring strategies for referral management, creating capacity growth and appropriate endings, this course is created to assist befriending projects to implement a strong system that is both making the most of their ability while recognising the pressures and responsibility involved. Please note: Though this course is focused on supporting and supervising the volunteer's capacity, much of the material is also suitable for line managing staff and their capacity.

Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff with the purpose of creating a collaborative contract for external organisations to support growth of capacity.

Learning Objectives

Please read our learning objectives below to better understand the course content, your participation and skills you can develop:

- To assess the purpose of risk management
- To define risk(s) facing your organisation
- To formulate best methods to respond to risk
- To construct an effective risk policy and risk assessment procedure
- To assess your understanding of important legislation

Availability and Pricing

This course runs with 20 places maximum per run. Vital Skills: Risk Management is available once a quarter.

Recruiting Befrienders is £65 for members of Befriending Networks and £90 for non-members.

Course Duration and Assessment

This is one five hour session online. During class, attendees will have the chance to learn theory and research on recruitment, reviewing common barriers in the third sector. This interactive structure will allow for peer learning, sharing good practice, ask questions and evolve support procedures accordingly.
To receive a certificate of completion for Vital Skills: Risk Management, participants must complete the online summative assessment after class.

Testimonial

"Both training materials and networking with others from different organisations and charities was very beneficial. The managing capacity section really helped me to reflect on the choices and decisions we make in our befriending scheme."

-Participant 2023

Topical Training

Click here to see current Topical Training events listings

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What are Topical Training courses?

Our Topical Training covers a range of topics designed to support staff in their role. These courses have been created due to demand. Befriending Networks has listened to our members and when a question or problem is raised at high frequency, a topical training course is created. We have many courses available on set topics to support your continued professional development and the operations of your befriending project. Available Topical courses are (1) Bereavement in Befriending; (2) Collaboration and Co-Design; (3) Policies and Procedures for Befrienders; (4) Reducing Inappropriate Referrals; (5) Safeguarding in Befriending; (6) Supporting Mental Wellbeing in Befriending Projects; (7) Volunteer Retainment

How long does it take to complete a course?

We try to ensure our topical training courses are bitesize to accommodate staff capacity within the third sector. On average, topical training courses are two hours long. Please check each individual course for clarity on timing.

How often are the Topical Training courses available?

Each course runs three times a year minimum, April - March. On average, there are 25 spaces per course. Where possible, we try to ensure courses run on a different day of the week each time to accommodate staff capacity and availability.

What are the benefits of topical training?

Attending allows you the opportunity to focus on one particular theme, learning from Befriending Networks, networking and gaining peer support from attendees, comparing practice, and gaining access to a resource designed by Befriending Networks to provide set guidance and top tips.

Who should attend Topical Training?

Our topical training events are open to anyone who feels the course is appropriate or needed. Staff and Trustees of any responsibility are welcome.

www.befriending.co.uk/training-events/topical

Bereavement in Befriending

Bereavement in Befriending has been designed due to feedback and a high request from befriending services. This 2.5-hour course is designed to support both volunteers and staff with the difficulties and barriers they may face when dealing with bereavement. Though this may be a more common circumstance in older services, this course is designed to cater to all ages and projects. Information and activities present can also be used to inspire in-house bereavement training for your project.

This course provides attendees with a 67-page training toolkit and guidance on Bereavement. The course facilitator will train attendees while also demonstrating facilitation from the toolkit. The reflective online workshop allows the opportunity to share knowledge and learning, share guidance and experience, and ask any questions you may have. A free and optional follow-up 1-hour Zoom session will be proposed for the class, commonly three weeks after the initial event, to allow the opportunity to review the training resources and come back online to ask any questions or to seek help.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- What is bereavement and grief?
- Theories on understanding bereavement
- Communication and empathy
- Trauma Informed Practice and Resilience
- Death and bereavement in different cultures
- Supporting others bereavement
- Loss of independence, mobility or confidence
- Shared experience and networking

Availability and Pricing

This course runs with 20 places maximum per run. Bereavement in Befriending is available once every six months minimum.

Bereavement in Befriending costs £70 for Befriending Networks members and £95 for non-members.

Duration, Support and Resources

This course is a 2.5hour interactive class to discuss key aspects of bereavement in befriending. Participants will have the opportunity to develop supportive skills and procedures, share experiences and learn from one another.

All attendees will receive Befriending Networks 67-page training toolkit, allowing continued learning and the ability for participants to train staff and volunteers in-house to better support bereavement in befriending.

Testimonial

"I enjoyed the way that the workshop was presented and felt included and listened to. Interesting how the facilitator used group workshops as a way to describe how individuals relate to bereavement with others. Always very thought-provoking and the facilitator has a good honest and down-to-earth approach, which always keeps it interesting/engaging."

-Participant 2023

Collaboration and Co-Design

As the landscape of the third sector changes, collaborative projects may be the way forward to ensure a stronger team, access to resources, and potentially also access to funding. Though scientifically it is proven that diversity and collaboration bring creativity and innovation - how do we navigate the conflict or competition that can occur?

In 2021, Befriending Networks Learning and Development Manager completed a year long research study into same-sector and cross-sector collaborative projects with the objective of better supporting successful partnerships. This research is the core of this training course.

All participants will receive our Guide to Collaboration resource post-event. Whether collaborating with the private sector to recruit volunteers or collaborating with another community project to share funding and grow your resources and reach: We hope this session and booklet can help you collaborate with confidence and achieve successful outcomes.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- Advantages and disadvantages of collaboration
- Methods of approaching collaboration
- Sharing funding - Sharing risk?
- Research findings on same-sector and cross-sector collaboration
- Good Practice for protecting all parties

Availability and Pricing

This course runs with 20 places maximum per run. Collaboration and Co-Design is available once every six months minimum.

Collaboration and Co-Design costs £20 for Befriending Networks members and £35 for non-members.

Duration, Support and Resources

This course is a 2hour interactive class to discuss key elements of collaboration and co-design to support attendees to approach collaboration well-prepared, and to increase the probability of a successful partnership.

All attendees will receive Befriending Networks Guide to Collaboration. Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff to create a collaborative contract template that meets good practice.

Testimonial

"It was really informative and inspiring and has made me feel much more confident and positive about potential collaboration opportunities and how to manage them!"

-Participant 2023

Monitoring, Evaluating and Reporting Impact

What is impact and how do we measure it? How do we best monitor and evaluate our service to show the impact we are making in the community? Join this course to learn more about evidencing the impact of your befriending project to demonstrate your work to stakeholders and funders. As you will learn, impact measurement can also support the evolution of your project, highlighting strengths and areas for development. This workshop will give you access to social impact research, and the challenges we face while measuring and evidencing the impact of befriending projects on the community. There will be the opportunity to learn measurement frameworks, network and share experiences. All participants will gain guidance on creating their theory of change, embedding measurement framework within your operations, and how to compile evidence efficiently and effectively.

All attendees will receive a measurement toolkit resource and a copy of any slides used. Please note that this event is suitable for befriending staff/trustees but is not appropriate for volunteer befrienders. The facilitation is designed to welcome those who are brand new to measuring impact as well as those who are experienced in monitoring and evaluating their project and are looking to develop skills or build confidence.

Key Discussion Topics

Please read below to better understand the course content and main elements covered in Monitoring, Evaluating and Reporting Impact:

- Opportunities to collect data
- Monitoring good practice
- SWOT analysis and other evaluation tools
- Promoting achievements
- Impact to whom? Seeing the full picture
- Objectives and Outcomes
- Key Performance Indicators and Implementation
- Theory of change
- Reporting methods and tools
- Creating a Press Release
- Team Effort - engaging others in Impact measurement

Availability and Pricing

This course runs with 15 places maximum per run and is available three times a year minimum.

This course costs £85 for Befriending Networks members and £110 for non-members.

Duration, Support and Resources

All attendees will receive a measurement toolkit resource and a copy of any slides used. To ensure the time online is productive and comfortable, there will be regular comfort breaks. Please note that this event is suitable for befriending staff/trustees but is not appropriate for volunteer befrienders. The facilitation is designed to welcome those who are brand new to measuring impact as well as those who are experienced in monitoring and evaluating their project and are looking to develop skills or build confidence.

Testimonial

“This can be such a minefield of a topic. It was great to attend, listen, learn and talk with others about their service and learning from them, as well as helping people by reflecting and sharing my own impact methods"

-Participant 2023

Policies and Procedures for Befrienders

As an organisation, you will have policies and procedures to ensure the operation of a safe and competent befriending project. To guarantee our befrienders understand the paperwork and processes in place, we must translate our jargon, delivery and style into an accessible format. By attending Policies and Procedures for Befrienders, participants will discuss good practice for communicating your infrastructure with befrienders.

A key part of managing any befriending project is ensuring that policies and procedures are followed by all involved for safety, efficiency and liability. This short course is focused on just that - motivating volunteers to not only follow our policies and procedures but to get an active engagement to ensure information is transferred and remembered. From boundary agreements, lone working policies, support and supervision procedures - your befriending roles and relationships have formality.

Availability and Pricing

This course runs with 20 places maximum per run. Policies and Procedures for Befrienders is available once every six months minimum.

Policies and Procedures for Befrienders costs £25 for Befriending Networks members and £40 for non-members.

Duration, Support and Resources

This course is a 1.5hour interactive class to discuss good practice in policies and procedures for protecting and guiding befrienders.

All attendees will receive Befriending Networks Policies and Procedures for Befrienders booklet. Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff to have a policy or procedure reviewed for good practice.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- Policies and Procedures
  - For a safe and competent project
  - For a good practice project
- Communication stages with Befrienders
- How to communicate with Befrienders
- How to enhance content and designs
- Sample policy and procedure
  - Good Practice from members
  - Templates available

Testimonial

"Learning from other attendees began at the very beginning, time was used efficiently. Our facilitator was really good at describing in more detail some issues, offering good practise and ideas which I will be following up as a result."

-Participant 2022

Reducing Inappropriate Referrals

We are aware that many projects struggle with inappropriate referrals. This can happen in many different shapes and forms. For example: not meeting criteria or withholding of information to meet eligibility. This short course is designed to provide you with support and guidance on this topic. It is important to know how to grow a strong relationship with you referrers and partnerships, whether individuals or agencies.

All attendees will receive a 28-page resource post-event. With steps for improvement and good practice on creating a stronger relationship and guidance on how to minimise inappropriate referrals, this training event will give you food for thought to implement or improve your structure.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- How to communicate your criteria
- Good practice in referral form
- How do we calculate what is and is not appropriate?
- Saying no to inappropriate referrals
- Minimising inappropriate referrals
- Safeguarding your system

Availability and Pricing

This course runs with 20 places maximum per run. Reducing Inappropriate Referrals is available once every six months minimum.

Reducing Inappropriate Referrals costs £30 for Befriending Networks members and £55 for non-members.

Duration, Support and Resources

This course is a 2hour interactive class to discuss key elements of collaboration and co-design to support attendees to approach collaboration well-prepared, and to increase the probability of a successful partnership.

All attendees will receive our Reducing Inappropriate Referrals booklet. Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff to have their referral form reviewed against good practice advice with any recommendations for improvement shared.

Testimonial

"Learning from other attendees began at the very beginning, time was used efficiently. Our facilitator was really good at describing in more detail some issues, offering good practise and ideas which I will be following up as a result."

-Participant 2022

Safeguarding in Befriending

Safeguarding is a very important topic within any community project. Befriending Networks recommends seeking certified courses and resources to best support and protect vulnerable groups. This course was created due to demand from Befriending Networks members who wanted befriending specific information. Safeguarding in Befriending has been designed to provide guidance and support to befriending projects staff, and volunteers where appropriate.

This course is centered around good practice in safeguarding and is to provide the opportunity for attendees to discuss and compare scenarios, good practice in befriending and to build peer support. Through key information, interactive activities and case studies, attendees will develop knowledge and understanding to implement safeguarding. Safeguarding in Befriending is for those who are brand new to befriending or who seek guidance from their peers to refresh their knowledge and check practice.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- What is meant by the term Vulnerability and Abuse
- Safeguarding guidance in Scotland, England , Wales and Northern Ireland
- How to recognise the types and indicators of harm and abuse
- What you should do if you suspect that someone is being harmed
- Good practice in a Safeguarding Policy and Procedure

Availability and Pricing

This course runs with 20 places maximum per run. Safeguarding in Befriending is available once every six months minimum.

Safeguarding in Befriending costs £40 for Befriending Networks members and £65 for non-members.

Duration, Support and Resources

This course is a 2hour interactive class to discuss key elements of safeguarding in befriending. All attendees will receive our Safeguarding in Befriending booklet and access to our Safeguarding Policy template. Any attendee of this course will gain the opportunity to access 1:1 support and consultancy with Befriending Networks staff to have their referral form reviewed against good practice advice with any recommendations for improvement shared.

Testimonial

"It reaffirmed that we have all the correct safeguarding policies/process's in place for our Befriending project. It was really useful to test our practice and work through scenarios presented, discussing in groups and refreshing our minds about Safeguarding issues and how to approach different cases."

-Participant 2022

Supporting Mental Wellbeing in Befriending Projects

Befriending Networks created this training course due to demand from our members. It initially launched as part of Mental Health Awareness Week in 2020 and has since been updated, adapted to highlight recent difficulties that have been raised during conversations and networking events at Befriending Networks.

This online workshop on wellbeing can be attended by Befrienders, Staff, or Trustees. Join us online for an interactive discussion and tutorial on how we can best support the mental wellbeing of our service users, befrienders, and staff within our befriending projects. This will be an opportunity for networking, sharing of good practice and problem-solving. You are very welcome to submit specific issues you are facing within your project to the discussion.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- Providing a person-centered approach
- Building and Protecting Resilience
- Embedding Trauma-Informed Practice
- Methods to provide support to befrienders, service users, and staff
- Having an open discussion about mental wellbeing
- Signposting safely and successfully

Availability and Pricing

This course runs with 20 places maximum per run. Supporting Mental Wellbeing in Befriending Projects is available once every six months minimum.

Supporting Mental Wellbeing in Befriending Projects costs £35 for members of Befriending Networks and £60 for non-members.

Duration, Support and Resources

This course is a 2.5hour interactive class to discuss key elements of wellbeing. All attendees will access an online delegate pack of resources, tools, and guidance post-event that can support continued development, can be shared with colleagues and help to create a supportive working environment for all.

Testimonial

"We had a very competent and approachable trainer. Really enjoyed the discussion of brain science and all the discussion about the usefulness of mindfulness, little metaphors given and suggestions for visual learning. Great to work together with others in similar roles and situations."

-Participant 2023

Volunteer Retainment

One of the most raised problems at our networking events is volunteer retention. Befriending Networks created this training course due to the clear difficulty in the third sector. When time and effort have been placed into recruitment, training, and matching of volunteers, we understand the frustration or disappointment that can occur when volunteers disengage.

To help highlight the key principles of volunteer retainment and how to implement them within your organisation. The theory from this training could be applied to befriending projects, mentoring projects, or any other volunteer-led community project. All attendees will have the opportunity to discuss practice and share experiences. A copy of Befriending Networks Volunteer Retainment will be circulated to all attendees.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop:

- Good practice in volunteer retention
- Problem-solving within budget
- Case study example
- Networking opportunities and learning from others
- Embedding recognition and support

Availability and Pricing

This course runs with 20 places maximum per run. Volunteer Retainment is available once every six months minimum.

Volunteer Retainment costs £25 for members of Befriending Networks and £45 for non-members.

Duration, Support and Resources

This course is a two-hour interactive class to discuss top tips in retaining our volunteers. During the class, participants will discuss possible solutions within a charity budget. All participants will gain access to a Volunteer Retainment resource booklet post-event that can support continued development, can be shared with colleagues and help to retain volunteers.

Testimonial

"It was great to learn from the vast experience of several other organisations online. Appreciate being given information and guidance that I would never have thought of."

-Participant 2023

Good Practice

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Click here to see current Good Practice events listings

What are Good Practice training events?

Each subject within our Good Practice training is focused on an infrastructure of interactive workshops and discussion, followed by access to the appropriate good practice resource. Currently, there are four training courses available in Good Practice (1) Dementia and Befriending; (2) Management and Leadership in Befriending Projects; (3) Running a Befriending Service; (4) Monitoring, Evaluating and Reporting Impact.

How long does it take to complete a course?

Good Practice training events blend a mixture of live events with resources and additional support. Each course is unique in their duration. Please check individual event pages for clarity.

How often are Good Practice Training courses available?

Each course runs two times a year minimum, April - March. On average, there are 20 spaces per course. Where possible, we try to ensure courses run on a different day of the week each time to accommodate staff capacity and availability.

What are the benefits of Good Practice events?

Attending allows you to gain access to a Befriending Networks Good Practice Guide(s), support materials or templates, the opportunity to network and gain peer support from attendees, comparing practice. You will also have the opportunity to ask Befriending Networks questions directly.

Who should attend Good Practice Training?

Good Practice events are predominately focused on staff who have operational responsibilities, though anyone who wishes to develop skills can access.

www.befriending.co.uk/training-events/good-practice

Dementia and Befriending

Dementia and Befriending was designed due to feedback and high demand from befriending organisations across the UK. This training course is suitable for Staff and/or Trustees who are uncertain on: how best to support those with dementia; how to train befrienders; how to risk assess a dementia match; whether dementia referrals are appropriate for their project.

This course is to help you design your own in-house dementia training with the use of our training resources and/or help you to create a dementia-friendly service following good practice guidance. All participants will come together online for our interactive workshop. Here you will go through different activities and discussions to build your knowledge and understanding of a dementia-appropriate befriending service and efficient training. All participants will receive a copy of two resources post-workshop:

1. **Training Toolkit:** Resources, activities and information for training staff and/or volunteers to better support those with dementia. All materials and training activities can be taken, altered and/or used within your project as you see fit.
2. **Good Practice Guide:** Supporting People with Dementia: Guidance on running a befriending project that supports service users with dementia. This Good Practice Guide is exclusive to this course.

Key Discussion Topics

Please read below to better understand the course content, your participation and skills you can develop by attending Dementia and Befriending and accessing the resources:

- Demystifying Dementia
- Understanding Befriending and its Role
- Putting Yourself in their Shoes
- Representation of Dementia in the Media
- Communication and breaking barriers
- Building relationships with Care Givers
- Change: Reacting, Recording and Reporting
- Getting Support
- Risk Management of Dementia Matches
- Reviewing Dementia Referrals
- Loneliness and Dementia

Availability and Pricing

This course runs with 15 places maximum per run. Dementia and Befriending runs three times a year.

Dementia and Befriending costs £85 for members of Befriending Networks and £105 for non-members.

Duration, Support and Resources

All participants will be given access to the resources after the workshop. Please be aware our Good Practice Guide and Training Toolkit is very detailed, broken into several sections and requires time to read thoroughly and reflect on. For this reason, your facilitator will suggest an optional follow up session which is free to all attendees. This is a meeting of one hour (maximum) on Zoom within two to three weeks of the original event time. This is to allow participants an opportunity to complete the reading of both the toolkit and the good practice guide and to ask any questions or to seek support directly.

Testimonial

"The presenter was delightful and I made great connections with organisations across the UK which I have already followed up. Also some amazing new insights into Dementia, especially with regard to communication. There was also a lot of interaction/participation, the resources are brilliant; so informative."

-Participant 2023

Management and Leadership in Befriending Projects

This course is designed for staff within befriending projects. It provides support and the opportunity to grow in knowledge and skills for continued professional development. Management and Leadership is suitable for anyone looking to increase their responsibilities within a befriending project or to take on a new progressive role.

Throughout this course, you will have access to 1:1 support from a member of the Befriending Networks staff who will coach you through the reading and support you in applying theory to your workplace setting and implementing both personal and professional goals into your befriending project.

This course contains a number of assessments, due dates are broken down across the duration of the course to be accessible around work schedules. All students will receive 1:1 support through written feedback on assessments as well as any emails where appropriate. To ensure you feel supported throughout your training experience, there are webinars to provide you with face-to-face time with your trainer as well as the opportunity to learn from your peers and other befriending projects. All participants will have access to course materials, guidance and good practice throughout.

Availability and Pricing

This course runs with 7 places maximum per run. Due to this small capacity, Management and Leadership will be offered three times a year minimum.

This development course costs £190 for Befriending Networks members and £240 for non-members.

Duration, Support and Resources

On average, there is a piece of work to be completed and submitted online every week of the course. There are also four mandatory weekly sessions to attend online which each last 2.5hours, meaning 10 hours of live classes in total. A certificate of completion will be issued if work is submitted by the deadline and webinar participation is achieved. 1-1 Coaching will be provided to all participants by our Learning and Development Manager, adapting the course to participants needs as much as possible, sourcing bespoke research and materials for their needs.

Key Discussion Topics

Please read below to better understand the course content and main elements covered in Management and Leadership in Befriending Projects:

- Defining a Manager and a Leader
- Setting Boundaries
- Taking Ownership
- Motivating your Team
- Handling Change
- Managing Poor Performance
- Feedback and Constructive Criticism
- Inducting New Members of Staff
- Delegation
- Stress in the Work Place
- Time Management
- Funding and Responsible Sourcing
- Contingency Planning

Testimonial

The best thing about this course was the reflection pieces and the opportunity to discuss these reflections with peers. Really appreciated our coach adapting to our needs each week for every session. The online platform allowed me to study when I needed to - and when I could. Work is always busy, so being able to do ten minutes here and there allowed perfect flexibility for me"

-Participant 2023

Running a Befriending Service

Join our membership officers online for this training session that is an interactive discussion and networking event designed specifically for:

- New Befriending Projects
- New Staff within a Befriending Project

This event is open to members and non-members of Befriending Networks with the goal of supporting staff, building confidence in your role and/or projects abilities, and to help you create connections and peer-support with befriending services across the nations. This event is facilitated by two of our membership officers - so all attendees can put a face to our support team.

Key Discussion Topics

Due to common demand and request from staff within befriending projects, we have highlighted some key discussion points. Participants will collaborate to problem-solve and discuss, before the facilitators present top tips in each area. During the live interactive session, the following key topics will be covered:

- Looking After Wellbeing
- Key Policies and Procedures
- Volunteer Recruitment and Retainment
- Open Networking and opportunity for peel-learning and questions

Availability and Pricing

This course runs with 40 places maximum. Befriending Networks offers this Good Practice in Befriending introductory event two times a year.

This course costs £15 for Befriending Networks members and £35 for non-members.

Duration, Support and Resources

All attendees of this event will gain access to our Good Practice Guide: Running a Befriending Service resource, a guide that is commonly exclusive to members of Befriending Networks. For non-members of Befriending Networks, attending this course is the only way to access this resource which contains all the information you need to competently launch and manage befriending operations.

Testimonial

"I enjoyed the session and the opportunity for networking with organisations in a similar position as us. The idea of tester parts for the different courses you run was really good as it gave me a focused overview of important points we need to consider when planning the service. "

-Participant 2023

Special Events and Networking

Click here to see current events listings

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Befriending Networks Masterclasses

From 2019-2021, Befriending Networks ran a series of Masterclasses in Befriending Good Practice to any organisation which delivers a befriending project in England thanks to funding from Her Majesty's Government and the National Lottery Building Connections Fund.

In 2024, Masterclasses will return. This will be free and exclusive to members of Befriending Networks. There will be two events focused on funding offered: Beginners Masterclass and Advanced Masterclass.

Stay tuned for more information.

Annual General Meeting

The Annual General Meeting (AGM) of our membership is an important event and a welcome opportunity for our members to inform the governance of our organisation. As a member-led organisation, we will invite members to vote for Member Trustees. Other business includes the presentation of our annual report, providing time for reflection on the success, challenging and changes within Befriending Networks during that year.

Our AGM commonly occurs during national Befriending Week, November 1st - 7th. As demonstrated by the graphics (right), the AGM shares development and reports impact of our membership engagement and accomplishments.

National Conference

Befriending Networks National Conference It is an opportunity for the membership to come together to learn from one another, share their work and begin the celebrations. Each year, we take on board your feedback and work towards creating an event that best supports you in your role, within your project. Our annual conference theme runs in collaboration with the theme of Befriending Week that year.

Due to shared objectives, our national conference commonly occurs during Befriending Week, November 1st - 7th. As demonstrated by the graphic of our 2023 national conference (left), we try to ensure there is ample opportunity to discuss, learn and network with attendees.

Since 2020, this event has been free to members to subsidize the cost of membership during national difficulties such as the pandemic and the cost-of-living.

Research Days

At Befriending Networks, we try to monitor research developments within the third sector in order to present new information, ideas or innovations that can support befriending projects.

In June 2023, our Research Day was Financial Focus, looking at how the cost of living was affecting project operations, funding and donations, and staff wellbeing.

In June 2024, Befriending Networks has selected national Carers Week to be the key focus of our Research Day. Almost 40% of our current membership are supporting Carers. This event will present research on the impact of being a Care Giver, creating a Carer supportive workplace and more.

Our Research Day is free and exclusive to members of Befriending Networks.

Member 2024

Making the Most of Membership

New to Befriending Networks and want to learn more about what your membership has to offer? Or are you an existing member looking for a refresher on the benefits of being part of our Network? Either way, this session is for you!

Our short Making the Most of Membership sessions are designed to cover everything you need to know about our organisation and to assist you in finding the information you need for your project. They're also an opportunity for those considering membership to gain an understanding of what we have to offer.

If you want to learn more about maximising membership, want to gain clarity of the benefits, have questions for our Membership Team, or just want to refresh your knowledge, come to our next session - we look forward to seeing you there!

Making the Most of Membership events are offered monthly and free to both members and non-members of Befriending Networks.

Networking Events

Due to popular demand, our free networking events will continue in 2024. These are not training events but a chance to network and discuss a set theme. Each gathering presents a new topical discussion and opportunity to engage in conversation with others working in befriending and gain support and insight from Befriending Networks staff.

We would like to encourage member participation for these events and therefore have asked some of our members and partners to co-host and share their learning alongside one of the Befriending Networks staff. If you are a member and are interested in co-hosting a topic with us then please get in touch. You can email Becky on becky@befriending.co.uk

Networking events last one hour, and are free to attend for both members and non-members of Befriending Networks.

Leaders and Managers Networking Events

Join our CEO, Susan Hunter, for this monthly opportunity to network with those in leadership and management roles within the befriending sector. This network is for you if you have leadership responsibilities which might include: line managing staff, fundraising, strategy and planning, workforce development, evaluation and impact, or overall service design and management.

These monthly lunchtime online sessions are informal but supportive opportunities to discuss all things surrounding the leadership and management of befriending services. Through facilitated conversations, small group discussions, and peer support we use this time to share and learn together on a specific topic or theme. Following each event, a summary of key points and resources is shared with attendees. Regular attendees will find this an excellent way to build up your network of leaders and managers within the befriending sector.

As of April 2024, these events are exclusive to Befriending Networks members and free to attend.

Bespoke

Bespoke Training and Consultancy

After a free consultation, our experienced team can design and deliver training to fit any project's requirements. Most recently, we have provided befriending training, staff leadership training, and mental health awareness training. We design many different formats too: Toolkits, PowerPoints, videos, reading materials, workshops and training resources and materials.

Please note that Bespoke training terms and conditions for 2024 are being finalised. Please stay tuned for more information being published on our website here: https://www.befriending.co.uk/training-events/bespoke

Alternatively, if you would like to discuss your training or support needs, you can request a free consultation with Victoria, Learning and Development Manager, here: https://forms.office.com/e/gEmbnF6pjH

“Thanks for designing our volunteer handbook for the befrienders, it looks brilliant! And thank you so much for all of your patience with us over the last how many months it has been, really enjoyed working with you. Appreciate all the work you have put in to developing all this training and resources for us.” - ***Neath Port Talbot***

"Both myself and the staff were thoroughly impressed with this training. The balance of training and activities was spot on and allowed staff to take the time to reflect and evaluate their current professional boundaries . All staff walked away feeling more confident and clear on how to establish boundaries with service users, volunteers and for themselves at work." - ***South West Edible Estates***

Befriender Training Toolkit: How To Use It

The Befriendng Training Toolkit is free and exclusive to our members and is designed to support befriending projects with the recruitment and training of their befrienders. Training is a prime opportunity to make a great first impression, supporting the retainment of volunteers. We hope our Befriender Training Toolkit can assist with the creation of a strong befriending team. Our toolkit has evolved each year since it began in 2021 and we hope this new version can provide the necessary tools and inspiration for designing your training programme.

We have included PowerPoints, Video's, Podcasts, Infographics, Reading materials, Interactive activities and handouts / reflective work for your befrienders. To ensure you understand the possibilities of this toolkit and how best to use it, we offer How To Sessions. How To Sessions will cover: How to register for the toolkit; How to navigate the toolkit; How to edit and use the toolkit to fit your project; An explanation of how and why the toolkit was designed; An opportunity to ask questions; An opportunity to raise requests for additional content.

This event is free to all to allow non-members the opportunity to better understand one of the exclusive benefits of membership.

Price Comparison of the Training Catalogue

£15 - 30 for Befriending Networks members	£35 - 60 for Befriending Networks members	£65 - 90 for Befriending Networks members	£95 - 190 for Befriending Networks members	FREE for Befriending Networks members
• Topical: Collaboration and Co-Design • Topical: Policies and Procedures for Befrienders • Topical: Reducing Inappropriate Referrals • Topical: Volunteer Retainment • Good Practice: Running a Befriending Service	• Topical: Safeguarding in Befriending • Topical: Supporting Mental Wellbeing in Befriending Projects	• Vital Skills: Recruiting Befrienders • Vital Skills: Support and Supervision • Vital Skills: Boundaries • Vital Skills: Matching and Endings • Vital Skills: Risk Management • Vital Skills: Managing Waiting Lists and Organisational Capacity • Topical: Bereavement in Befriending • Topical: Monitoring, Evaluating and Reporting Impact • Good Practice: Dementia and Befriending	• Vital Skills: Training for Trainers • Good Practice: Management and Leadership in Befriending Projects	• Befriending Networks Annual General Meeting • Networking events • Leaders and Management Network • Research Days • Masterclasses • Befriender Training Toolkit and How To Sessions

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