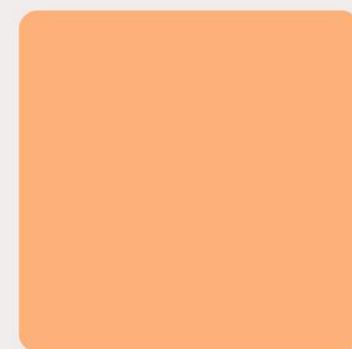


Quality Award Assessment Guide and Indicator List



**Befriending
Networks**

Quality Award Assessment Guide and Indicator List

Are you ready to start the Quality Award?

This document outlines the Quality Award assessment process, including the indicators you'll need to meet to achieve the award. The assessment process is split into four sections designed to cover all aspects of your befriending service.

Section 1 – The Service, Policies and Procedures, Staff and Monitoring and Evaluation

This section consists of 35 indicators relating to the policies and procedures that govern your service. Evidence for this section should be submitted via Moodle.

All policies and procedures submitted as evidence should have been reviewed within the last three years, and any casework should be under one year old.

Where 'live' casework evidence is required, all names should be redacted to a single initial to reduce the risk of personal data breach. Failing to do this will result in the evidence being recorded as a data breach by Befriending Networks and an automatic fail will be applied to the indicator.

You will receive feedback on the submitted evidence which will either be:

- Confirmation that all evidence has met the required Quality Award standard.

Or

- A request to submit further evidence should the initial evidence prove inconclusive, alongside advice on where you've failed to meet the Quality Award standard.

For a full list of the indicators, please see the end of this document.

Section 2 – Befriender/Befriended Journey and Matching and Ending

This section consists of 25 indicators that relate to the befriender/befriended experience. You will be assessed via a site visit, which may take place in person or online.

At this point, a nominated representative from your service will have the opportunity to discuss the service journey, development, and any issues that have arisen. You will also have the opportunity to provide further clarification should any live evidence for a particular indicator be unavailable.

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.**

For a full list of the indicators, please see the end of this document.

Section 3 - Interviews

Befriended interviews

We will conduct two individual face-to-face/telephone/online interviews with your nominated befriendeds, as well as a group meeting. A befriended leaflet is available detailing the interview process.

Work with your assessor to agree a time, date and place for the interview. Apart from the befriended name and contact details, you should not share any personal information about them during this process.

The interview should last no more than 20 minutes. The befriended will only be asked about how the service is supporting them and will not be expected to share information beyond that covered in the Quality Award indicators. They will not be asked to share any confidential personal information.

Where confidential information is shared, the assessor will be guided by Befriending Networks' confidentiality policy and will not share this information unless there is a disclosure, concern or allegation regarding abuse/harm. Should this happen, the assessor will

immediately record all relevant information and share this with Befriending Networks' CEO. The CEO, guided by Befriending Networks safeguarding policy, will then share these concerns with the appropriate authority, such as social services or the police.

The befriender is welcome to have someone present to support them during the interview, however, this should not be the service coordinator or volunteer. Be aware when planning for a befriender to meet with the assessor that our roles do not require us to hold basic disclosure checks (DBS checks, PVG Scheme Membership or Disclosure Scotland Checks). Please inform the assessor if there is a need for a supportive third party to be present, for example, a parent, guardian or teacher. Where the befriender is under 16 years old, a trusted adult identified by the young person must be present.

It is hoped that offering befrienders the opportunity to support the service by demonstrating the quality of its practices will prove a rewarding experience. However, we are aware that some members may be unable to nominate a befriender for interview. In this circumstance, you have the option of informing your assessor and submitting a wider sample of paperwork evidence.

Befriender interview

We will conduct two face-to-face/telephone/online interviews with your nominated befrienders, as well as one group meeting. A befriender leaflet is available detailing the interview process.

Work with your assessor to agree a time, date and place for the interview. Apart from the befriender's name and contact details, you should not share any personal information about them during this process.

The interview should last no more than 20 minutes. The befriender will only be asked about how the service has prepared, motivated and supported them in their role. They will not be expected to share information beyond that covered in the Quality Award indicators. They will not be asked to share any confidential information.

When choosing befrienders to be interviewed, please bear in mind that questions are likely to cover topics around recruitment, training, support and supervision. The befriender will therefore need experience of being in a match and having at least one round of support and supervision. They should be able to recall aspects of the recruitment, training and matching processes.

We hope that your nominated befrienders find participating in the process to be a rewarding experience. Should you feel that these interviews aren't appropriate for your service or are unable to find individuals to take part, please contact your assessor.

Staff interview

The staff interview should last no more than 20 minutes. It will focus on induction, training, support and involvement with the organisation and will not seek any information beyond that covered in the Quality Award indicators. Staff will not be asked to share any confidential information with the assessor.

Should you feel a staff interview isn't appropriate for your service, please contact your assessor.

Should we require further evidence against any aspects of the interview process, we will request additional paperwork.

Section 4 – Case Studies

Case studies are a chance for you to demonstrate the impact of your service, which is why we request a case study demonstrating a befriended journey, and a case study demonstrating the befriender journey.

To meet the requirements, ensure your case studies:

- Are about a real person who has consented to have their story shared and has been involved in the preparation of the story.
- Have a beginning, middle and end.
- Are approximately 300-800 words in length.
- Have a clear message that is presented in a way that is easy to understand – consider including quotes to support your case study.

Indicator List

Section 1 – The Service, Policies and Procedures, Staff and Monitoring and Evaluation

Indicators 1 to 8 relate to how your service operates and is governed.

Indicator	Title	Indicator Description	Indicator Notes
1	Board of Trustees	The service can demonstrate a management committee/board of trustees who lead the strategic development of the organisation and are legally responsible for its activities. There should be Trustee/Board involvement either at an event, service activity, and/or team strategy meeting.	<ul style="list-style-type: none">• Notes/minutes of a Board meeting.• Communication/note of a strategy/team meeting.
2	Funding	Services have current funding and have the next 12 months of funding secured, or evidence of applications in place.	<ul style="list-style-type: none">• Funding allocation communication.

3	Insurance	Insurance documents should cover employee and public liability and clearly demonstrate that they cover volunteers/befrienders.	<ul style="list-style-type: none"> • Insurance documents.
4	Online/print presence	<p>The service can demonstrate an up-to-date online/print presence:</p> <ul style="list-style-type: none"> • Website communicating service aims and contact details. • Active social media profiles. • Befriender eligibility criteria are clearly displayed on promotional materials. • Clear, accessible information for befriendees on the service they can expect to receive and details of who to contact if they have any questions, suggestions, or complaints. • Clear, accessible information for those interested in volunteering. 	<ul style="list-style-type: none"> • Website. • Social media. • Promotional materials.
5	Befriender information	<p>Befriendees (family and/or guardians) receive information in an appropriate form explaining:</p> <ul style="list-style-type: none"> • The commitment they are making. • The role of befrienders. • How to access support from the service. • Their participation in the service is voluntary. 	<ul style="list-style-type: none"> • Befriender/service leaflet/handbook.

6	Befriender information	<p>All potential befrienders receive information via a handbook/other format explaining:</p> <ul style="list-style-type: none"> • The service. • The needs of the particular befriended group. • Befrienders role description. • The time commitments involved in training, befriending and supervision. • How befrienders are selected, trained and matched. • What support will be available to them. • What expenses they can claim. 	<ul style="list-style-type: none"> • Befriender handbook/volunteer materials.
7	Organisational risk register	<p>A risk register has been carried out for the organisation as a whole and responsibility for any actions allocated and timelined. This should include financial risks (funding etc), staff loss/sickness, health and safety areas, office and community working risks.</p>	<ul style="list-style-type: none"> • Organisation risk register. • Separate risk assessments. • Strategic planner. • Business plan.
8	Service capacity guidance	<p>Services have a written policy/guidance regarding the maximum number of matches that will be supported at any one time, taking into consideration the capacity of the service.</p> <p>There should be a clear process for maintaining control over the number of referrals accepted, e.g. by operating a managed waiting list or using a referral closing date.</p>	<ul style="list-style-type: none"> • Written document provided that also specifies a review date and any circumstances that would require an immediate review.

Indicators 9 to 23 relate to your service's policies and procedures.

Highlighted indicators are assessing staff and volunteer policies and procedures.

Indicator	Title	Indicator Notes
9	Equality and Diversity Policy	
10	Rehabilitation of Offenders Policy (Reference to UK law)	Ireland and international applications – A policy that guides the stages of recruitment, in particular managing applications with past convictions.
11	Dignity at work	
12	Disciplinary Policy (Staff policy and volunteer policy/code of conduct)	A volunteer procedure for issues with conduct/boundaries/role must be included, as well as a staff policy.
13	Grievance Policy (Staff and volunteer policy)	Staff policy is needed, as well as policy for if volunteers want to make a complaint about the support they have received – do they use the complaints policy or a separate pathway?

14	Complaints and Suggestions	
15	Confidentiality Policy	
16	Data Protection/GDPR Policy	
17	Handling, Holding and Destroying Information	Evidence of a policy or privacy statement covering data collection and management, including vetting information. This must cover staff, volunteers and client data.
18	Health and Safety Policy	This may need to be supported by relevant risk assessments, for example, a fire risk assessment.
19	Protection of Vulnerable Groups/Adults/Children/Safeguarding	
20	Drugs/Alcohol Policy	Staff policy is required, as well as a volunteer statement in the volunteer handbook or boundaries information.

21	Handling Money and Prescription Medicine Statement	Applies to befrienders only. Can be within the volunteer handbook or other materials
22	Support and Supervision Policy	Staff and volunteer policies are required.
23	Lone Working Policy with Out-Of-Hours Guidance	Evidence of a lone working policy which covers volunteers, including guidance concerning out-of-hours support. Please state if there is no out-of-hours work.

Indicators 24 – 29 relate to staff management at your service.

Indicator	Title	Indicator Description	Indicator Notes
24	References and vetting evidence	Two written references and vetting checks are carried out for all staff who have regular 1:1 contact with vulnerable befriendees.	<ul style="list-style-type: none"> Two live staff references and vetting evidence or official letter from HR.
25	Staff training	<ul style="list-style-type: none"> Protection of vulnerable adults/children. Risk management. Managing volunteers. 	<ul style="list-style-type: none"> Training certificates/experience.
26	Support and supervision	All befriending staff attend scheduled support and supervision sessions from their line manager (or a member of the management committee/an external consultant) at least every three months. These meetings should be recorded.	<ul style="list-style-type: none"> Two live records of support and supervision from the same staff member within three months of each other.

27	Appraisal	All befriending staff attend an annual appraisal referencing their job description, have a written training record, and an annual training needs assessment.	<ul style="list-style-type: none"> • Live appraisal record.
28	Staff training budget	There is a staff training budget.	<ul style="list-style-type: none"> • Organisational/service budget.
29	ID badges	Staff and befrienders are given ID badges.	<ul style="list-style-type: none"> • Organisational/service budget.

Indicators 30 – 35 relate to monitoring and evaluation.

Indicator	Title	Indicator Description	Indicator Notes
30	Outcomes	The service has determined the outcomes it is trying to achieve and can demonstrate how the information is collected and monitored for evaluation and learning. Outcomes are measured as a baseline during initial assessments and subsequent readings are taken throughout the befriender journey.	<ul style="list-style-type: none"> • Outcome paperwork/reports. • Strategy document. • Funding paperwork.
31	Output/targets	Output and other relevant targets have been agreed. The level of service provided (e.g. the number of matches supported, befrienders recruited and trained etc) is demonstrated in annual/service reports that encompass qualitative as well as quantitative data. These reports should be publicly available.	<ul style="list-style-type: none"> • Annual report. • Funding reports. • Service reports.
32	Weak areas	Weak areas of practice are identified through monitored data and changes to policies and procedures are made in order to improve.	<ul style="list-style-type: none"> • An example showcasing service improvement.

33	Equalities monitoring	Equalities monitoring is carried out in relation to all potential befriendees and befrienders and used to improve practice.	<ul style="list-style-type: none"> • Live equality forms for volunteers and clients.
34	Evaluation and impact	<p>An evaluation (or self-evaluation) involving all stakeholders (clients, volunteers, staff, referrers, funders) and incorporating both qualitative and quantitative data is carried out at least every three years.</p> <p>Information about the impact of befriending on the befriender/befriended is gathered from across a number of sources, e.g. befriender reviews, befriender support and supervision, end of match service questionnaires.</p>	<ul style="list-style-type: none"> • Service surveys. • External evaluations. • Befriender reviews. • Befriender support and supervision. • End-of-match service questionnaires.
35	Notification of changes	Befriendees, or their family/carers, and befrienders are notified of changes in service policies and procedures which could impact their experience.	<ul style="list-style-type: none"> • Letters or emails to stakeholders.

Section 2 – Befriender/Befriended Journey and Matching and Ending

Indicators 36 – 42 relate to the befriended journey.

Indicator	Title	Indicator Description	Indicator Notes
36	Befriended journey procedures	<ul style="list-style-type: none"> • Referral policy and procedure • Review statement • Matching procedure • Ending procedure and guidance <p>Evidence of a written assessment procedure which ensures all potential befriendeds are assessed against eligibility criteria and for risk, to themselves and others, before being accepted onto a waiting list. This should be reviewed within the last three years. Unsuitable referrals are signposted to potential other services and support.</p>	<ul style="list-style-type: none"> • This can be evidenced in separate documents or a complete journey policy/guide.
37	Referral and waiting list	<p>All referral and self-referral enquiries are recorded, processed swiftly and their progress tracked. Records are kept of the number of potential befriendeds on the waiting list and the length of time since they applied. The waiting list should be updated regularly.</p>	<ul style="list-style-type: none"> •

38	Referral form	All potential befriendees have completed a referral form.	<ul style="list-style-type: none"> • Live referral form.
39	Consent	<p>The befriender's permission, or where appropriate that of a family member/carer, is sought for information-sharing, allowing the service to:</p> <ul style="list-style-type: none"> • Contact third parties for information, including risk management. • Share information on risk factors and the best way to manage these with a befriender. • Offer feedback gathered in reviews once a befriender is matched to a befriender and/or referrer. 	<ul style="list-style-type: none"> • Consent forms.
40	Client contacts	The service contacts matched and unmatched befriendees and referrers on a quarterly basis as a minimum.	<ul style="list-style-type: none"> • Contact records – this can be cross-referenced with indicators 51 and 56.

41	Risk assessments	<p>If a befriender visits their befriender's home, the house and occupants should be risk assessed beforehand. If the match will not be visiting the befriender's home, the service can demonstrate that this is the policy.</p> <p>A risk assessment is carried out on each befriender in relation to the type of activities they will engage in with their befriender. This should be reviewed annually and any identified actions carried out.</p>	<ul style="list-style-type: none"> • Home/environmental and activity risk assessments. • Individual risk assessments if relevant. • Home risk assessments for benders if relevant.
42	Befriender reviews	<p>Befriender reviews are held a minimum of every six months. If the befriender is not present, this should gather:</p> <ul style="list-style-type: none"> • The personal aims of the befriender in relation to having a befriender. These should be noted during the assessment and the degree to which they have been achieved should be measured over time. • Whether they want to continue with the match and if the befriending service is still needed. • Their perceptions of the service. • Outcome of all reviews recorded. 	<ul style="list-style-type: none"> • Two live records of the same befriender, recorded within six months of each other.

Indicators 43 – 53 relate to the befriender journey.

Indicator	Title	Indicator Description	Indicator Notes
43	Volunteer assessment procedure/checklist	All volunteers go through the same application and assessment procedure.	<ul style="list-style-type: none"> Assessment procedure/checklist or volunteer journey section in Volunteer handbook.
44	Volunteer records	Records are kept of the number of potential befrienders who apply, who are trained, and who are matched with befriendees.	<ul style="list-style-type: none"> Spreadsheet/database record.
45	Application and consent	All potential befrienders complete an application form. Consent is obtained from the volunteer to gather and manage their personal data.	<ul style="list-style-type: none"> Live application form and volunteer assessment/journey procedure or checklist. Consent forms.

46	Volunteer interview and vetting	<ul style="list-style-type: none"> • Potential befrienders are assessed against the befriender's role description. • Befriender assessments include a one-to-one interview. • Two written references are taken and vetting (PVG Scheme/DBS checks) is carried out on each applicant where required before they are accepted as a befriender. 	<ul style="list-style-type: none"> • Role description. • Live interview form. • Two live references for the same befriender. • Record of successful vetting for same befriender.
47	Volunteer and initial training	Introductory training takes place over at least two sessions, structured in a way that takes different learning styles into account. An outline of the training programme should be given to all participants ahead of training. Induction training should be compulsory for the role. Please see the Training Appendix for what this must include.	<ul style="list-style-type: none"> • Training outline pack, • Presentation and handouts.
48	Training feedback	Participants' feedback on the training they have received (including satisfaction and achievement of learning outcomes) is routinely gathered and acted on to develop training content continuously.	<ul style="list-style-type: none"> • Live training feedback form.

49	Volunteer selection	The reasons for selection decisions for befrienders are recorded. Participants' performance during training and their understanding of the topics covered are noted and referred to during the final selection process.	<ul style="list-style-type: none"> • Volunteer selection sheet/meeting notes or post-training interview.
50	Unsuccessful applicants	Staff give feedback to unsuccessful applicants and are given support to find other more suitable volunteering opportunities (in or out of the organisation).	<ul style="list-style-type: none"> • Contact record or email.
51	Volunteer support and supervision	<p>All befrienders receive scheduled support and supervision sessions at least every six months, with scheduled phone/email contact maintained between these meetings. Support and supervision includes:</p> <ul style="list-style-type: none"> • An exploration of how boundaries are being managed in the match or group. • Discussion of the link between the service's identified aims and the volunteer's role. • Routine gathering of befriender's perceptions of the service and how they believe their befriendees to be benefiting/progressing. • Discussion of whether they are happy and want to continue. 	<ul style="list-style-type: none"> • Two live redacted meeting notes, taken within six months of each other.

52	Volunteer contacts	The service contacts matched and unmatched befrienders every quarter as a minimum. Extra follow-up contact is provided to the befriender if there are difficulties in the match or group, or if the befriender is new.	<ul style="list-style-type: none"> • Contact records – this can be cross-referenced with indicators 40 and 56.
53	Volunteer training	<p>Annual refresher and/or development training is offered to all befrienders, e.g. first aid training.</p> <p>A befriender is supported in how to assist a befriender with any specific requirements, e.g. wheelchair handling, guiding a blind person, epilepsy, challenging behaviour, dementia.</p>	<ul style="list-style-type: none"> • Training planner or schedule.

Indicators 54 – 60 relate to matchings and endings.

Indicator	Title	Indicator Description	Indicator Notes
54	Matching profiles	Information from both befriendees and befrienders is systematically gathered to help the matching process.	Can include lives examples of: <ul style="list-style-type: none"> • Referral form. • Application form. • Initial meeting form. • Other meeting notes.
55	Matching decision	Staff take befriender and befriendee profiles and wishes into account when considering matches. The rationale behind each match or group formation is recorded and explained to both befriender and befriendee before they are introduced to each other. When matching decisions involve a protected characteristic (e.g. age or gender) an objective justification is noted. Both parties are offered the opportunity to decline to move forward with a matching meeting.	<ul style="list-style-type: none"> • Contact/meeting records or matching form.
56	Initial meeting	The befrienders and befriendees are introduced to each other by a member of staff/other role.	<ul style="list-style-type: none"> • Contact record. • If there is no three-way meeting, a statement of how the match was initiated is needed.

57	Match records	<p>Service staff maintain a written or electronic record of all contact they have with befriendees and befrienders.</p> <ul style="list-style-type: none"> • Staff contact both befrienders and befriendees no more than once a week after their first meeting but no less than within five meetings. • Staff continue to monitor changes in relationship boundaries within a match and act should they move out of the service policies. • Staff provide extra support to new matches or groups which are not gelling easily. 	<ul style="list-style-type: none"> • Contact records – this can be cross-referenced with indicators 40 and 51.
58	Ending planning	<p>Whenever possible, the end of a match is planned and the specified amount of notice is given. Both parties are aware of any minimum notice expected before a match ends if possible. During the final stages of the match, befriendees and befrienders are encouraged to reflect on and celebrate the successful aspects of their relationship.</p>	<ul style="list-style-type: none"> • Contact records.
59	Unexpected ending	<p>When a match ends suddenly, extra support is given to the befriendees and/or befriender.</p>	<ul style="list-style-type: none"> • Contact records.

60	Ending communication	Service staff explain why a match is ending to everyone involved and when the service's involvement in the match ends. Written communication of the ending and its implications (e.g. continued contact) are sent to both the befriender (or their family/carer) and the befriender.	<ul style="list-style-type: none"> • Email/letter/other communication.
----	----------------------	--	---

Section 3 - Interviews

Befriender Interview

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. Were you asked to give feedback and your opinion about the service you received?
10. What would you say about the service?

Befriender Interview

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 have any concerns about your befriender?
6. How was the matching process? How long did it take from induction until you were matched?
7. How often have you been contacted by the staff/volunteer coordinator at the service?

8. Do you have support and supervision meetings? If so, how often do these happen?
9. Are there follow-up training and other opportunities?
10. Were you asked to give feedback and your opinion about the service/training you received?
11. Is there anything you think the service could do to improve?

Staff Interview

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 that 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 are valued?
9. Are you given opportunities to develop professionally?
10. Do you feel supported, both through support and supervision sessions and informally? How often do your support and supervision sessions take place, and do you get notes from these?
11. Is there anything you think the service could do to improve?

Quality Award – Excellence Indicators

The following indicators are assessed when a current award holder aims to upgrade their Quality Award to Excellence.

Indicator	Title	Indicator Description	Indicator Notes
1	The service	The service adapts procedures and materials as required to support equal access for all individual befriendees or befrienders.	<ul style="list-style-type: none"> • Large print materials. • Materials in different languages. • Accessible materials.
2	The service	The service uses their case studies/stories for service promotion.	<ul style="list-style-type: none"> • Two social media examples.
3	Policies and procedures	<p>The policies and procedures to help guide how risk is manage include:</p> <ul style="list-style-type: none"> • Driving • Photography <p>Both policies should have been reviewed within the previous three years.</p>	

4	Staff	Befriending staff take part in relevant networking events.	<ul style="list-style-type: none"> • Event booking confirmations.
5	Staff	Training providers (often service staff) have undertaken a Training for Trainers course.	<ul style="list-style-type: none"> • Training certificates.
6	Staff	Staff are trained in or have experiences with supporting befriendees facing challenges made more likely because of the group they belong to (e.g. bereavement in older people). Befriending staff keep up to date with wider policy and research developments in relation to their befriendees group.	<ul style="list-style-type: none"> • Training certificates or experience.

7	Monitoring and evaluation	The service measures the success of changes in policy and procedure.	<ul style="list-style-type: none"> Monitoring and evaluation specifically around policy and procedures.
8	Monitoring and evaluation	<p>The service can demonstrate the continuing need for its work, for example:</p> <ul style="list-style-type: none"> Demand for service. Lack of alternative options for befriended group in the locality. Demographic data on potential befriended group in the locality. <p>A combination of these types of evidence will likely be required to meet the indicator.</p>	
9	Monitoring and evaluation	Referrers/family/carers are asked to complete an exit questionnaire/interview when the befriending match ends.	<ul style="list-style-type: none"> Where referrers are still involved with befriendeds, they are asked for feedback on the benefits of the service to the befriended.

10	Monitoring and evaluation	A service/organisation survey is completed with all stakeholders and/or focus/working groups (involving different stakeholders). This assists the development of the organisation.	
11	Befriender journey	After a successful match, befriendees are offered further opportunities with the organisation via volunteer roles, participation in focus groups or other relevant activities.	
12	Befriender journey	Volunteer health and wellbeing data and personal aims are captured and monitored over time.	

13	Befriender journey	<p>Introductory training includes complementary topics, for example:</p> <ul style="list-style-type: none"> • Attachment, separation and loss. • Personal development and self-reflection. • Relationship building. • Befriender's motivations, expectations, hopes and fears. 	<ul style="list-style-type: none"> • Training materials <p>These are suggestions only- there is no requirement to evidence you deliver any or all of these examples if your service offers different complementary topics.</p>
14	Befriender journey	Existing befrienders and/or befriendees attend one of the introductory training sessions in order to share their experiences with participants.	
15	Befriender journey	Applicants have a post-training interview and are given feedback after they have completed their introductory training.	<ul style="list-style-type: none"> • Interview notes

16	Befriender journey	Each befriender receives one session of support and supervision quarterly at a minimum. There is no requirement for this to be face-to-face.	<ul style="list-style-type: none"> • Two records of support and supervision with the same individual taken within three months of each other.
17	Befriender journey	Group peer support sessions are offered to befrienders in addition to 1:1 support.	<ul style="list-style-type: none"> • Contact notes or other evidence.
18	Befriender journey	Topics for ongoing/developmental training sessions are identified during induction training, support and supervision, and/or by suggestions from befrienders.	<ul style="list-style-type: none"> • Two records of support and supervision with the same individual taken within three months of each other.

19	Befriender journey	Social events are arranged for befrienders (with or without befriendees) at least once per year.	
20	Befriender journey	A newsletter is sent out to befrienders at least twice a year.	
21	Befriender journey	Resources specific to the befriended group supported are available for befrienders to borrow, for example, memory boxes, toys/books, and reference books.	

22	Matching and ending	For 1:1 matches there is a befriending agreement between the individual befriender, befriender and service in place within two months of the start of each relationship.	<ul style="list-style-type: none"> • Befriending agreement
23	Matching and ending	There is guidance for staff detailing the circumstances which will prompt the service to bring matches to a close.	<ul style="list-style-type: none"> • Ending guidance for staff.

