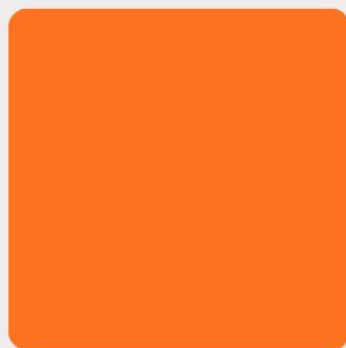


# Quality Award Reaccreditation and Indicators



**Befriending  
Networks**

## Quality Award Reaccreditation

**It's now time for your reaccreditation process to begin.**

Your Quality Award is due to expire in six months and you should have received a reminder email from us that it's now time for your reaccreditation. You should aim to complete this process over the next six months before your current award expires, however, should this be problematic for your service due to capacity and staffing, please give us a call. We can allow an extension of up to six months, providing that you are able to commence and engage with the process.

### The Reaccreditation Process

The reaccreditation process is different to the full Quality Award application and is quicker and easier to complete. The process has been designed to focus on the recommendations made in your Quality Award Report and Tracker to monitor and evaluate service development.

Reaccreditation will be evaluated via:

- Evidence of 15 policies and procedures uploaded to our online Moodle platform.
- Telephone/online/face-to-face interviews with service-nominated befrienders/mentors to discuss their experience and aspects of their role. This usually lasts no more than 20 minutes.
- Telephone/online/face-to-face interviews with service-nominated befriendees/mentees to discuss their experience and understanding of the service. This usually lasts no more than 20 minutes.
- Telephone/online/face-to-face interviews with a staff member to discuss their experience and aspects of their role. This usually lasts no more than 30 minutes.
- A site/remote visit to review the recommendations made in your Quality Award Report and Tracker.

**Whilst not necessary for the interviews, it is helpful for evidence to be prepared for the site visit.**



## Quality Award Reaccreditation Fees

Annual Organisation Turnover	To pay on registration	To pay for assessment	Total cost
Under £100K	£100	£150	<b>£250</b>
Under £350K	£100	£275	<b>£375</b>
Under £750K	£100	£325	<b>£425</b>
Over £751K	£100	£375	<b>£475</b>

**Please note:** Services are able to undergo two reaccreditations before they will need to complete the full application again. This maintains the integrity of the Quality Award.

## Multiple Service Applications

If your original Quality Award covers multiple services run by the same organisation, then the reaccreditation process will also need to look at these separate services.

Please get in touch with our Quality Officer, Angus MacLean, to discuss the details of your services so that an assessment plan and fee structure can be agreed. Call 07834 554 194 or email [angus@befriending.co.uk](mailto:angus@befriending.co.uk)



## Get Started with Reaccreditation

### Ready for reaccreditation? Here's how to get started.

Return the application form to Befriending Networks, who will confirm that you remain eligible for the Quality Award and issue you a registration invoice fee of £100. This fee is non-refundable and represents a commitment on your part to aim for reaccreditation.

Once your registration fee has been paid, you will be sent login details for our online Moodle platform and introduced to your assessor. This should take place at least **three months** before the original award expiry date to allow time for you to prepare evidence.

## Completing your Reaccreditation

Starting the reaccreditation process as early as possible maximises the time you have to gather and submit evidence for assessment. We recommend beginning by:

- Checking out our online Moodle platform and the indicators that will be assessed. Your assessor will provide you with our **How to Get Started with the Quality Award Online** guide which explains how to use the platform.
- Begin uploading your policies and procedures – you can do this a maximum of eight weeks before your site visit.
- Talk to your assessor and agree on a target date for your evidence to be uploaded, a date for your site visit, and volunteers, service users and staff members who you'd like to consider for interview.

It's important to ensure that **all evidence is uploaded no later than four weeks before the site visit**. Once everything has been uploaded, we will invoice you for your non-refundable assessment fee. We will only begin assessing the submitted evidence once this has been paid.



## What to Expect from the Assessment Process

### Policies and procedures

All indicators within this section are related to your project's policies and procedures. **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.

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.

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 policies and procedure indicators, please see the end of this document.

### Site/remote visit

During your initial Quality Award assessment, you will have received your Quality Award Tracker and Feedback Report. The areas for improvement identified in these documents will be assessed during your reaccreditation site/remote visit. You will need to nominate a representative to discuss the service journey, development and any issues that have arisen.

The site/remote visit allows for a greater degree of discussion and clarification, particularly should 'live' evidence for a particular indicator be unavailable. In this case, you will have the opportunity to explain what practice would be put in place and, if possible, bolster this with an example.

Should evidence not be available on the day, a request for supplementary evidence will be made so that further assessment can be completed. **Supplementary evidence must be submitted within one month.**

### **Befriender/mentee interviews**

We will conduct two individual face-to-face/telephone/online interviews with your nominated befriender/mentees, as well as a group meeting. A befriender/mentee 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/mentee 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/mentee 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/mentee 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/mentee 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/mentee is under 16 years old, a trusted adult identified by the young person must be present.

It is hoped that offering befriendees/mentees 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/mentee for interview as part of the reaccreditation process. In this circumstance, you have the option of informing your assessor and submitting a wider sample of paperwork evidence.

### **Befriender/mentor interview**

We will conduct two face-to-face/telephone/online interviews with your nominated bendifrinders/mentors, as well as one group meeting. A befriender/mentor 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/mentor'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/mentor 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 bendifrinders/mentors to be interviewed as part of the reaccreditation process, please bear in mind that questions are likely to cover topics around recruitment, training, support and supervision. The befriender/mentor 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 bendifrinders/mentors find participating in the reaccreditation 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.**

## Outcomes of the Reaccreditation Process

At the end of the five-step reaccreditation process, the outcome will either be:

- Quality Award achieved (with the option to upgrade to Excellence if appropriate)
- Quality Award not achieved and extra evidence is requested
- Quality Award not achieved

### Quality Award achieved

The service has demonstrated that its practice is at the standard required for the Quality Award. They will retain the award for three years from either the date of achieving reaccreditation or the expiry date of the original award if this is later.

A final Quality Award Report and Tracker will be issued following assessment detailing any suggestions for improvement, as well highlighting any existing examples of good practice paperwork you have submitted.

### Upgrade to Excellence

You have **three months** from the date of reaccreditation to upgrade to the Excellence Award. During this time, you will be required to submit digital evidence to meet all



Excellence practice indicators. There is no additional charge for upgrading to the Excellence Award.

You will receive a Quality Award Excellence Report alongside your final assessment result. If you are unsuccessful in upgrading to Excellence, you do have the right to appeal via our appeals procedure. An unsuccessful attempt at upgrading to Excellence has no impact on the successful reaccreditation of your Quality Award.

### Quality Award not achieved and extra evidence is required

You will have **two months** from the date of request to submit any extra evidence. We will then assess the additional evidence and report back with the updated outcome.

Services unsuccessful after submitting further evidence have the right to appeal. If you fail to meet the Excellence indicators but achieve the Good Practice indicators, you will be reaccredited at the standard Quality Award level.

### Appeals Policy

All services hold the right to appeal assessment outcomes. Clarification and discussion should first take place with the assessor. If you still wish to appeal against the outcome of your assessment, please write to our CEO Susan Hunter at [susan@befriending.co.uk](mailto:susan@befriending.co.uk). Detail what you think needs to be addressed and reviewed, referencing indicator numbers and sections.

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

The CEO's decision will be final.

For complaints regarding the Quality Award process or the service received, please refer to Befriending Networks' complaints procedure.

## Reaccreditation Indicators & Interview Questions

The following indicators will be used to assess evidence uploaded to the Moodle platform.

Please remember, policies should be dated and have been or be scheduled for review every three years, and any 'live' evidence should be under one year old.

Highlighted indicators are assessing staff and volunteer policies and procedures.

Indicator	Policy	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 & 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 & 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 & 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.



## Quality in Befriending Award – Interview Questions

### Befriendeed 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 befriendeed?
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 befriendeed?
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 in Mentoring Award – Interview Questions

### Mentee Interview

1. How long have you been involved with the service? How long have you been matched with your Mentor? Are you involved in group mentoring?
2. Did you get enough information about the service?
3. Were you welcomed, listened to and given choice?
4. How was the matching process?
5. How has the match been?
6. How often are you contacted by 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?

### Mentor Interview

1. How long have you been volunteering with the service? How long have you been matched with your Mentee?
2. How was the welcome, induction training and overall process of getting to know more about the service?
3. Do you feel safe and supported? Would you know who to speak to if you had a worry or concern?
4. Were you listened to and given choice?
5. Are you comfortable with service boundaries and do you understand the procedures if you have any concerns about your Mentee?
6. How was the matching process? How long did it take from induction until you were matched?
7. How often have you been contacted by the staff/volunteer coordinator at the service?
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 Interviews

1. Tell me about your role within the organisation, when did you join?
2. Upon commencing your employment/current role did you feel welcomed and included in the team?
3. How would you describe your induction to the organisation, and did you require suitable training required for your role?
4. Is there any training you did not receive 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?



