



## **Derbyshire Trusted Befriending Network**

# **Evaluation Report**

**August 2013**



For more information contact:  
Kerrie Fletcher (Coordinator)  
Derbyshire Trusted Befriending Network  
South Derbyshire CVS  
46-48 Grove Street, Swadlincote DE11 9DD  
01283 219761  
[befriending@sdcvs.org.uk](mailto:befriending@sdcvs.org.uk)

*"I recently joined Royal Voluntary Service as Locality Manager for Derbyshire with a remit of setting up a telephone befriending service for the county and plans to expand into one-to-one befriending as volunteer numbers grow. I have registered our organisation as an associate member of the Trusted Befriending Network pending accreditation as an approved provider and have found the resources available from TBN of great help with our business plan. Kerrie has been a mine of information and knowledge and a great support and I look forward to our organisations working in partnership to develop a successful befriending service for older people in Derbyshire."*

*Sally Williams - Locality Manager, Royal Voluntary Service*

*"The DTBN has offered CVP:*

- the opportunity to network with experienced organisations who have well established befriending schemes.*
- direct support from Kerrie Fletcher with any questions relating to our pilot scheme.*
- direct access to many groups running schemes who may have experienced opportunities or challenges already and can provide an insight into how they have monopolised on opportunities or overcome challenges to add value to their scheme.*
- strengthened relationships between ourselves and other organisations delivering befriending, this will bring about other benefits both related to befriending and other areas of work. (collaborative bids in the future etc.)*
- A standard to demonstrate quality to clients/ clients familys/ referral agents/ volunteers"*

*Jodie Cook - Community Development Worker,  
Community Voluntary Partners*

*"I think it's been a great chance to look at the current provision of befriending across the county and also see the gaps in service that currently exist.*

*"However, perhaps the most rewarding part has been the Gold, Silver and Bronze awards for befriending services which makes sure that at the very lowest level clients can be assured they are receiving a quality service.*

*I do like the idea that, although we all run our befriending schemes differently, they have come about through the need that we have identified and there has been no push for us to change the way we currently operate. It has also enabled us to see the varying services that operate (shopping services etc) and how we might introduce this to our own project.*

*"Hopefully the network will go from strength to strength - I feel we are a much stronger proposition because of our individual parts, rather than feeling isolated as a project. This latter point is really important, I have learned a great deal just from listening to others and how they overcome problems"*

*Dave Radford - Manager, Volunteer Centre Chesterfield & NE Derbyshire*

# 1. Development of Derbyshire Trusted Befriending Network

Derbyshire Trusted Befriending Network (DTBN) was established in January 2012 with 2 years' funding from Derbyshire County Council as part of its Adult Care Prevention Strategy. Local charity South Derbyshire CVS was commissioned to deliver the initiative.

The overall aims of DTBN are **to ensure that every adult who needs befriending support has fair and equal access to a service, and to ensure that those who use befriending services can be confident that the service is safe and well run.**

What DTBN set out to do to achieve these aims during its first 2 years, and what has been achieved so far (up to June 2013) are set out in the table below.

What we aimed to do	What we have done so far
<p>Map existing befriending services in Derbyshire and identify any gaps in provision, both geographical and in relation to access to services, in order to inform commissioning of new provision to address these gaps.</p>	<p>The Gap Analysis &amp; Mapping Report was completed in September 2012 and a set of recommendations submitted to Derbyshire County Council Adult Care.</p> <p>As a result:</p> <ul style="list-style-type: none"> <li>• Two new all-adult befriending services have been commissioned in Bolsover and South Derbyshire Districts;</li> <li>• Capacity Building Grants awarded over £40k to 8 accredited DTBN members, enabling them to expand or develop their befriending service (see pp 25-27 for details);</li> <li>• A small grant fund, the Friends and Good Neighbours Grants awarded over £43k to 26 small organisations wanting to deliver projects to reduce social isolation (see pp 28-30 for details).</li> </ul>
<p>Establish an active network of befriending providers and raise the profile of befriending.</p>	<p>An active network of befriending providers was established, offering the opportunity for peer support, good practice development and training. It also offered a focal point for raising the profile of befriending provision and volunteering opportunities in the county. A celebration event at County Hall formally launched the network and showcased befriending activity within DCC and to other agencies. A Directory of Befriending Services was produced, providing a comprehensive information resource on 35 befriending services currently active across the county, the geographical area they cover and who is eligible to use them. This has been distributed to a wide range of agencies.</p>
<p>Develop a local quality standard for befriending provision and support 30 organisations to achieve it.</p>	<p>A local Trusted Befriending Quality Standard was developed, offering 3 progressive levels of quality accreditation. It covers a range of good practice areas including aims and purpose, communication, management, policies, volunteer involvement and reviewing and service improvement. This stepped approach allows even the very smallest befriending providers to engage at a manageable level and offers a progression route to the national quality standard, the Mentoring and Befriending Foundation's Approved Provider Standard (APS). 22 befriending providers have so far achieved accreditation to date, 17 at level 1 and 5 at level 3 (APS). A further 13 non-accredited providers are engaged with the network as Associate Members. Over the coming year the Co-ordinator will be working with these services to encourage them to work towards accreditation, as well as supporting the development of new and emerging befriending provision.</p>

<p>Recruit and train 50 Befriending Champions. These are individuals whose role brings them into contact with their local community. The training aims to help them identify people who are at risk of becoming isolated, and to support and signpost these people to access help, support or social activities.</p>	<p>56 Befriending Champions have been recruited and trained from all parts of Derbyshire (see pp 20-21 for details of where Befriending Champions come from and the organisations they are linked with). The recruitment and training was carried out in partnership with Volunteer Centres and other local partner organisations.</p>
--	--

## 2. Evaluation of Derbyshire Trusted Befriending Network

As well as reporting on progress against the aforementioned targets, this evaluation aimed to reflect on:

### **The value of DTBN in supporting and improving befriending provision in Derbyshire, and what its priorities should be going forward**

A survey of befriending providers asked them to rate how important the different aspects of DTBN's work are, what improvements or changes to their services have resulted, and what their priorities would be for the future. Individuals and professionals who had contacted DTBN directly to enquire about befriending provision were also asked to complete a survey.

### **The effectiveness of the Befriending Champion role and training**

A survey of all 56 Befriending Champions invited feedback on how effective the training had been in preparing them for their role, whether they would recommend it to others and what support they would like going forward. Also included are examples provided by Befriending Champions of the kinds of actions they have taken in their communities following the training.

Trainers from partner organisations involved in delivery of the Befriending Champion training were also asked to give their feedback on how it had gone and what might be improved.

*"I think that immense value has come from the development of the Trusted Befriending Network but the notable points I would make are :*

- 1. It has caused me to review in more detail our services and how they are delivered;*
  - 2. It has given me a better understanding of the extent of the network of Befriending within Derbyshire and extra information about services that I didn't know existed . Including assistance given to a telephone befriending service that was being considered by a local community group;*
  - 3. My volunteers are better able to see how important their role is and they feel more valued;*
  - 4. The role profile for our telephone befrienders is now better defined;*
  - 5 The process has stimulated DCC towards valuing befriending and in particular they have agreed to support befriending by part funding the MBF accreditation;*
  - 6. We have received training and put into practice better procedures for monitoring equalities.*
- It may be coincidence but the number of referrals into our service has also increased recently."*

*John Siddall - Chief Officer,  
Age Concern Chesterfield & District*

## 2.1 Responses from befriending providers

At its launch in January 2012, organisations providing befriending services in Derbyshire were invited to become part of the Derbyshire Trusted Befriending Network. Members have met on a quarterly basis for discussion, networking and training. Subsequently formal membership of DTBN was linked to the DTBN quality standard. As at July 2013, 22 providers have achieved Full Membership of DTBN.

The great majority of befriending services who responded said that they value what the Derbyshire Trusted Befriending Network offers, and also that engagement with DTBN has led to improvements in their knowledge, skills or practices.

They particularly valued opportunities for networking and peer learning, better understanding of befriending provision around the county and a higher profile for befriending, and benefitting from training and the opportunity for quality accreditation. However all areas of work were rated highly.

Looking ahead, stakeholder priorities include:

- More active joint marketing of the Derbyshire befriending 'offer', including opportunities to volunteer;
- Training - for example, monitoring and evaluating outcomes, safeguarding, lone working and supporting users with specific conditions or needs;
- Continuing to provide opportunities for befriending services to meet and to share experiences and good practice;
- Support for quality accreditation;
- Discussion about capacity issues, waiting lists and gaps and how to address these.

The findings of the survey can be found in full on pp. 9 - 13.

## 2.2 Some comments about DTBN from those seeking a befriending service

As part of the evaluation, those who had contacted DTBN directly to find a befriending service were asked to complete a short online survey. We received 16 responses to this, of which 10 were looking for a service for someone they work with, 2 were enquiring for family or friends and 5 were enquiring generally about services available.

Of these, 2 had made a referral, 1 planned to do so, 1 had offered to refer a family member but the person was not keen. Of the remainder, 4 had found that no suitable service was available, 4 had passed the information on to the potential beneficiary, 4 had requested the information for general use/reference/circulation to colleagues.

When asked for comments or suggestions, there were some positive comments about the response from DTBN ("it was very good; lots of info and it arrived swiftly"); however lack of service availability (for people in rural areas, people with mental health needs and people with learning disabilities and waiting lists) were sources of frustration. One respondent "Wasn't sure that the recent initiatives have resulted in more befrienders".

The full survey results can be found on pp. 19 - 20

*"I have found the work of the Trusted Befriending Network very helpful in a number of ways. It's been a great way to meet others providing a range of befriending services, share ideas and learn from their experience - especially valuable for us as we are a fairly new organisation.*

*"The recent meeting and training that the Network provided on equality, diversity and safeguarding was enormously helpful by flagging up issues that we had not previously considered and giving us an opportunity to look again at our policies, procedures and publicity in a new light.*

*"By having other members of the Befriending Network there too we could share their experiences on how they had approached similar issues when they were setting up and developing their service. On a day to day basis it's valuable just knowing that we have access to expertise when we have queries about aspects of running a befriending service - that and the moral support all very much appreciated."*

*Lesley Bentley - Committee Member,  
Hope Careline*

## 2.3 Befriending Champions

This was an initiative developed by DTBN, aiming to create a countywide network of community-based Befriending Champions. The initiative aimed to recruit individuals whose role brings them into contact with their local community, and to provide training to help them identify people who could be at risk of becoming isolated. They would then support and signpost these people to access help, support or social activities.

*"It was a very interesting session, well set out and very informative."*

Recruitment and training was carried out in partnership with local (district based) partners - 7 of the 8 Volunteer Centres (Amber Valley, Buxton, Chesterfield, Derbyshire Dales, Glossop, New Mills and South Derbyshire), Derbyshire Dales CVS and Community Concern Erewash. DTBN developed a bespoke training programme and ran 'train the trainer' sessions for appropriately qualified trainers from these organisations. Partners carried out recruitment and promoted the role in their locality, and delivered the training to their local group.

7 training sessions were held between December 2012 and June 2013 for Befriending Champions in Bolsover, Derbyshire Dales, Chesterfield/NE Derbyshire, Erewash, High Peak, Amber Valley and South Derbyshire. The DTBN Co-ordinator attended all but one of these training sessions. 56 Befriending Champions representing 50 different organisations completed the training (see p 20 for details of where Befriending Champions come from).

All 56 Befriending Champions were asked to complete a survey - 34 responded (a response rate of 61%).

*"It helped me to be more positive in my role and to better understand the needs of the people I am trying to help."*

What they valued about the training was the opportunity to meet a range of other people in similar or complementary roles, the information provided and the opportunity to reflect on how they could help people. Several also made positive comments on the trainers and delivery - 'friendly', 'informal' and 'informative' were words which came up repeatedly in the feedback.

Most of the suggestions for improvement related to the venue or use of space/group work (e.g. move the groups round so everyone had a chance to meet), although a few people were slightly confused about the Befriending Champion role and how it would operate among people in such a wide range of roles and services.

*"It was very interesting and well presented, but needs to be clearer on the role definition.... I think I wasn't the only one confused."*

However all the Champions (100%) reported that they understood what they were being asked to do, felt better informed about

sources of support for vulnerable people, and understood safeguarding and what to do if they had cause for concern. 85% felt it had helped them to do their current job/role better.

91% would recommend the training to others (and the remaining 9% would 'possibly' recommend it).

*"The training was conducted in a relaxed and person friendly way in that we were involved in different case scenarios amongst other tasks, this made understanding how services can provide support and how we as befriending champions can incorporate that into our daily working environments"*

Suggestions for future support and training were in the main requests for information/updates about services available in their area, the opportunity to keep in touch with other Befriending Champions in their area, and refresher or specialist training.

The full survey results can be found on pp. 15 - 18

## What kinds of things do Befriending Champions do? Some examples...

An 89 year old lady in Chesterfield had been hospitalised after a fall. Emergency services had had to break in through the back window to gain entry. She was taken in to hospital with no personal belongings. She wanted a change of clothes, nightwear etc, in particular her teeth! The Befriending Champion contacted the lady's family members who live out of the area but they declined to come over to help. The Befriending Champion was granted permission by the family to retrieve personal belongings from the lady's home and take them to the hospital. The Befriending Champion also liaised with Rykneld Homes to advise about getting the boarded up window replaced.

The local Volunteer Centre found a volunteer to assist in the discharge of the client from hospital, to help her settle in, clean up the broken glass from the break in and get some supplies of groceries.

An 84 year-old man in NE Derbyshire had recently moved house. He had lost his wife a few years ago but was still grieving. The Befriending Champion became aware of him through the Health Referral scheme which he had approached for support around healthy eating.

The Befriending Champion provided a listening ear as he wanted to talk about his wife, and was able to suggest other sources of support such as bereavement counselling and social groups.

A 93 year old man, very independent up until last year and now finding things he used to do and enjoy a bit of a challenge. He had always done his own gardening but now would like some help.

The Befriending Champion put him in touch with a reliable person known to her who offers a gardening service at a small cost.

A young mother of children with ADHD and Autism was put in touch by the Befriending Champion with the ADHD Support Network and a local self help/support group for parents of children with Autism.

A Befriending Champion was contacted by an agency working with an 84-year old lady, widowed and also had recently lost her dog. An advice service was helping her with practical issues, but she was very lonely and isolated and becoming depressed.

The Befriending Champion was able to signpost her to Cruse Bereavement Care for one-to-one bereavement support to help with the loss of both husband and dog. There is no befriending scheme in her area, however the local CVS identified a pastoral support group offered through the local church.

A Befriending Champion in South Derbyshire became aware of an elderly widow who tries to be independent - her son lives aboard, and she has good neighbours but doesn't like to keep bothering them. She was struggling to get to her GP as buses from her village to the surgery are infrequent.

The Befriending Champion put her in touch with a local Social Car scheme who were able to provide a driver to take her to her appointments.

The Befriending Champion was put in touch with an 80 year old lady, with very limited mobility due to a stroke and severe fall. She wanted to access a Church Social Group mid-week but had no means of getting there, as she is unable to leave home unless in a wheelchair. She was also interested in going away on holiday with some care provided.

The Befriending Champion contacted a Community Transport service on her behalf. She also contacted Vitalise, who provide essential breaks for disabled people and carers, including the cost of personal care.

## 3. Reflections and recommendations

### 3.1 Raising the profile of befriending

The creation of Derbyshire Trusted Befriending Network has provided a focal point for raising the profile of the befriending 'offer' in Derbyshire. Media coverage around the launch and development of the network led to an influx of enquiries, which could then be signposted to the most appropriate service provider(s).

#### **Recommendations:**

Now that the Network has been established, members are keen to take a more proactive approach to marketing. A recently established marketing task group, made up of befriending service providers, is developing a marketing strategy for the network.

This strategy will focus on raising awareness countywide of the benefits of the different befriending models and also reaching groups who are not currently engaged with services (for example some BME communities). It should also work to increase the capacity of befriending provision through the development of a volunteer recruitment portal. This could promote the benefits of volunteering as a befriender and aim to dispel some of the myths or preconceptions that discourage people from volunteering. It will be important to provide volunteer and service user 'stories' to illustrate the difference that befriending can make.

### 3.2 Quality Assured Services - 'trusted befriending'

In order to have the confidence of service users, their families and volunteers, DTBN needs to strive to ensure all befriending services are working to a common standard. In its first 18 months, the focus has been on encouraging service providers to engage with DTBN, developing the local Quality Standard framework and supporting members to achieve Level 1 (Full Membership) status. 22 befriending providers have achieved accreditation to date - approximately 2/3 of all befriending services in Derbyshire. 17 of these achieved level 1 (Full Membership) and 5 are at level 3 (MBF Approved Provider Standard).

A number of befriending providers reported that engagement with DTBN had resulted in positive outcomes for both their services users and their volunteers (see survey findings on pp. 9 - 11). The quality accreditation process offered an opportunity for providers to reflect on and receive feedback on the service they offer, leading to improvements in the way they operate. For example, as well as providing individual feedback and recommendations to applications, the quality accreditation panel identified Safeguarding and Equality & Diversity as two issues about which a number of organisations needed development support. As a result, DTBN developed and delivered a training package specifically tailored to their needs - this was attended by 24 individuals from 11 different organisations.

In addition, the training, support, networking and sharing of good practice provided through DTBN had led befriending services to make changes to the way they work - for example improving the training offered to volunteers, better information and guidance for service users, improved policies and procedures.

#### **Recommendations**

Looking forward, DTBN needs to support and encourage the remaining non-accredited befriending services to engage with this process, as well as encouraging progression to the higher levels. New services are starting to emerge and develop, and the DTBN needs to be proactive in engaging these services too in the quality accreditation process.

To date most network activity has been open to any befriending provider, regardless of their membership status. Clearly it is important to sustain links with all services, so that potential users can have informed access to the full range of befriending provision. However, going

forward, the benefits and expectations of accredited membership need to be more clearly defined if the 'trusted befriending' mark is to be meaningful. This needs further discussion both within the project Steering Group and with network members themselves - and also with those providers who are not yet convinced of the value of membership or DTBN to establish why this is and what might encourage them to engage.

### **3.3 Outcomes focus**

One of the original objectives of DTBN was to develop a more consistent approach to outcomes monitoring - making sure that befriending services make a real difference and can prove that this is the case. Members are very varied, in the model of befriending they provide, the needs and aspirations of their users, and in their capacity and resources. At present different services approach monitoring and evaluation in different ways - some have robust systems in place to establish and evaluate outcomes for both users and volunteers. These have shared their outcomes and processes with DTBN and this informed the development of the services specification for newly commissioned services. Others are still largely output focussed and have asked for training in this area.

#### **Recommendations:**

Looking forward, the network should provide training in outcomes monitoring to befriending services providers. This should be the starting point for a discussion about whether some common outcome measures are appropriate, and what these might be, including outcomes for befriending volunteers themselves as well as befriending service users. However the discussion also needs to acknowledge that a truly person-centred befriending service will encourage users to establish what they want to change in their lives. These may be very different for different individuals and for people at different stages in their lives. So any outcomes monitoring system needs to be flexible enough to incorporate individual outcomes.

### **3.4 Sharing, networking, learning**

An active and enthusiastic network of befriending providers is now in place, offering the opportunity for peer support, good practice development and training. Most befriending services value highly the opportunities that DTBN has provided to bring services together (both face to face and remotely/electronically) to share experiences and good practice, to solve problems and to learn from each other. The Directory of Befriending Services for the first time brings together in one place comprehensive information about befriending across Derbyshire: Who provides services, the geographical area they cover and who is eligible to use them.

#### **Recommendations:**

For befriending services to continue to benefit from this aspect of the Network, the information and networking opportunities need to be sustained and co-ordinated going forward. The evaluation process and other discussions have identified a number of issues that would benefit from further exploration - including outcomes monitoring, waiting lists and prioritising, marketing of befriending, progress of the befriending relationship over time. There is also the potential for more active collaboration to develop new services or expand capacity, for example through collective funding bids.

### **3.5 Befriending Champions**

The original aim of the initiative was to recruit and train 50 Befriending Champions. These are individuals whose role brings them into contact with their local community. The training aims to help them identify people who are at risk of becoming isolated, and to support and signpost these people to access help, support or social activities. So far, 56 Befriending Champions have been recruited and trained with links to 50 different organisations and from all parts of

Derbyshire. The recruitment and training was carried out in partnership with local Volunteer Centres and other district-based partner organisations.

The training has been well received by those who took part and a very high satisfaction rate reported (see survey results on pp. 15 - 21). Most Befriending Champions reported that the training had been effective in preparing them for the role, and had also helped them to do their existing job/role better. DTBN now needs to decide how to support existing Champions and how to develop the recruitment and training programme going forward.

Offering the programme in partnership with local umbrella organisations worked well, as they were able actively to target potential Befriending Champions as well as carrying out more generalised recruitment. Their local knowledge also ensured that information packs/resources were relevant and comprehensive.

Most of the Befriending Champions were people active in a community facing role and keen to improve their skills and understanding. Some of them commented that being a Befriending Champion was an extension of something they try to do already.

We offered Befriending Champions the opportunity to claim £50 towards their time and travel costs, to be paid to the organisation they volunteer or work with. It is interesting to note that a minority of them took up this offer, suggesting that the training was valued in its own right.

The reporting requirements after the training are 'light touch' with the aim of gathering local intelligence and case studies about the kinds of issues that Befriending Champions are faced with and the actions that they take in their role.

### **Recommendations:**

Looking forward, there is clearly potential to carry out a second Befriending Champion training programme, perhaps targeting those who work with a slightly younger adult age group (given that many of the case studies received from Befriending Champions relate to support given to those aged 80+), as well as recruiting Befriending Champions from a more diverse range of groups/organisations.

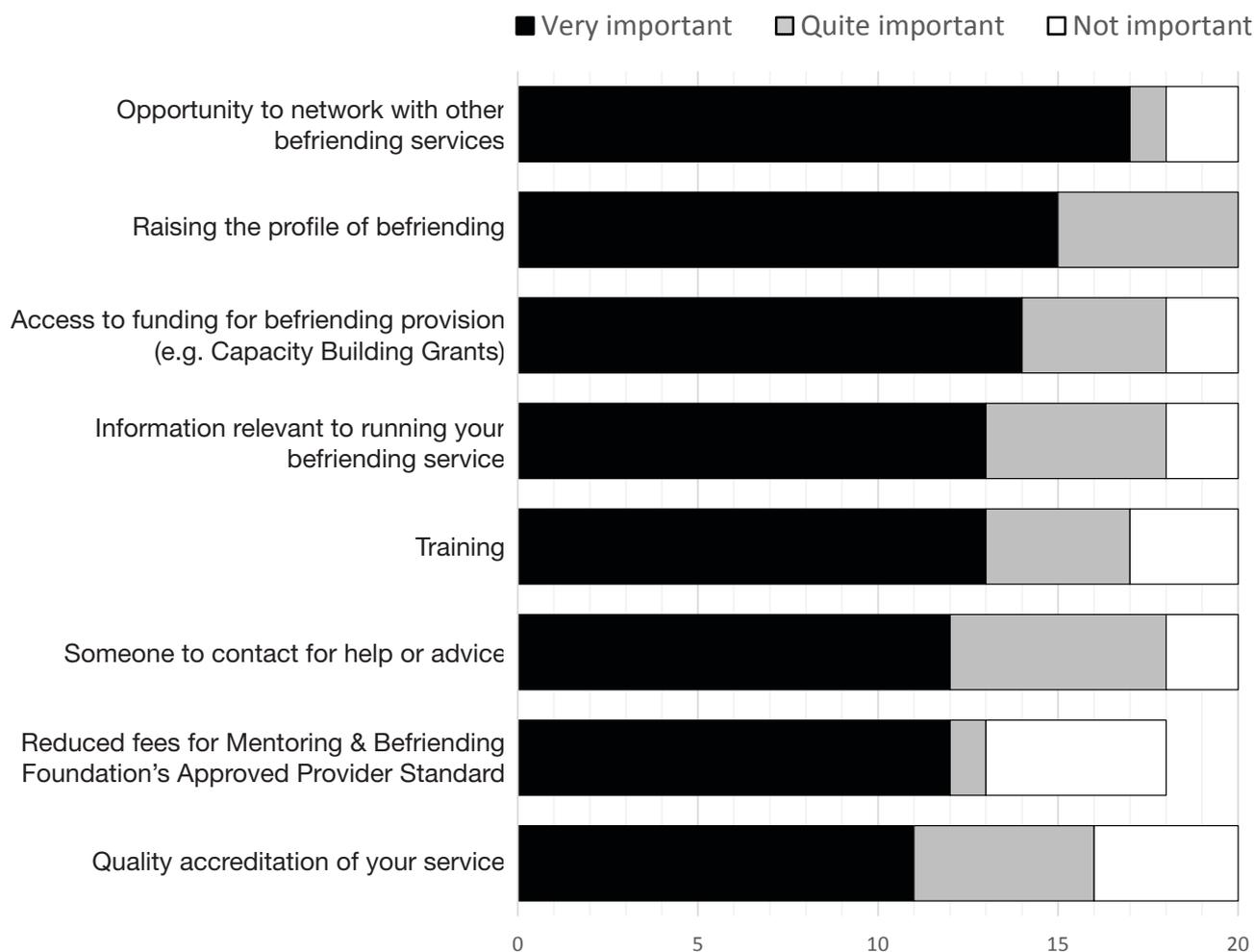
The other challenge will be to build on and support the existing Befriending Champions, who have indicated that they would benefit from sustained links with the Befriending Network and each other. Through the network of Befriending Champions, information can be cascaded to a wide range of agencies and individuals supporting vulnerable people. Their capacity could be built further through the co-ordination and provision by DTBN of ongoing networking and training opportunities - for example a Carer Awareness training session is currently being offered to befriending providers, befriending volunteers and Befriending Champions.

An interesting model by way of comparison is the Alzheimer's Society Dementia Champions/ Dementia Friends programme which aims to create a national network of 1 million Dementia Friends. Dementia Champions attend a free 1-day briefing and train the trainer course. They are then asked to deliver an information session in their local area for people to "learn more about dementia and how you can help to create dementia friendly communities". Dementia Friends (those who attend the session) have access to materials and information and are encouraged to share the actions they have taken to make their local community more dementia friendly.

This model would be worth exploring in relation to the future development of the Befriending Champion sessions. Some of those who attended expressed an interest in being able to share what they had learnt with others in their organisation, perhaps a shortened version of some of the content that could easily be cascaded to colleagues.

# Appendix 1: Survey of Befriending Service providers

## Q1: What aspects of Derbyshire Trusted Befriending Network do you find most useful?



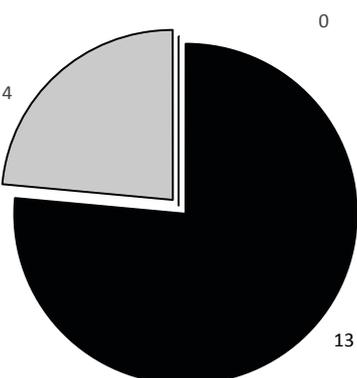
“As a member of the MBF, I feel that this service can be accessed for accreditation issues, information and advice etc but meeting locally with other befrienders, sharing ideas face-to-face, problem solving and receiving local training sessions are something that the TBN can offer to support our scheme.”

“The Network is extremely useful for raising issues and seeing if other people have had to deal with these before and indeed how they did that. Passing on knowledge is a great asset for us all.”

“While we weren’t successful- gaining funding is essential for our service.”

## Q2: In relation to your service, to what extent has being part of the Derbyshire Trusted Befriending Network...

### Improved your understanding of befriending provision around the county?



- A lot
- To some extent
- Not at all

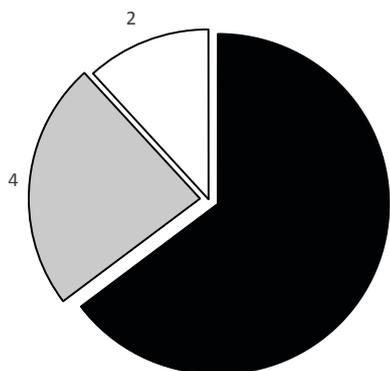
“Networking has improved the awareness of the befriending groups within the county - therefore faster referral times for those who do not fall within our catchment area.”

“Information provided regarding other befriending services around the county is helping us to focus our resources on the areas most in need. The benefits offered by Derbyshire TBN will increase as the number of our befriending volunteers grows.”

“We are more aware of other services around the county.”

**Increased confidence that you are providing a quality service?**

- A lot
- ▒ To some extent
- Not at all

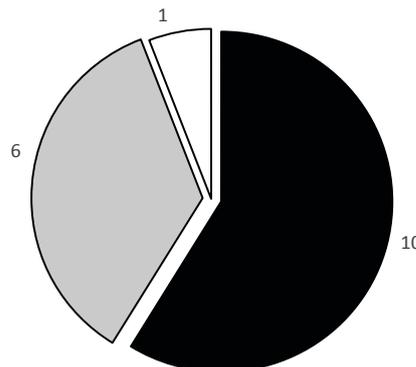


“Working through the APS and networking with other befriending organisations has enabled Readycall to evaluate the systems in place within our organisation. We are currently reviewing them all to ensure they are efficient, effective and safe.”

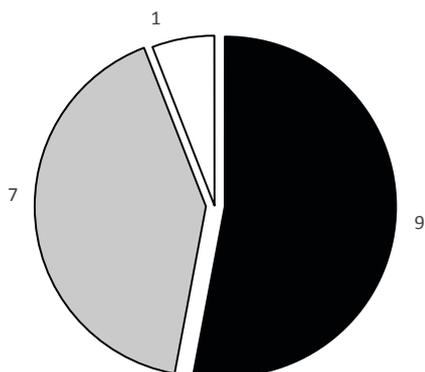
“Network helped me to gain National Befriending accreditation.”

**Improved access to peer support/learning from other befriending services?**

“Our scheme doesn't currently offer phone-line support but this is something that I will more actively consider having seen how wide-spread this kind of service is. I would be confident that I could make contact with local organisations to get ideas/advice if we adopted this route.”



**Led to improvements in the befriending service you offer?**



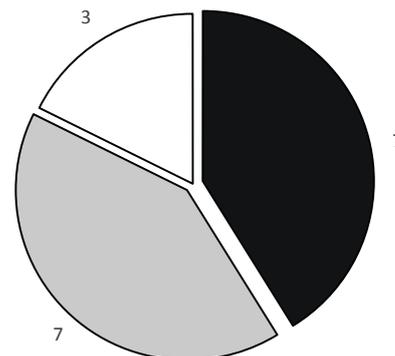
“New Briefing Handbook, new Safeguarding Handbook, looked at positive image to portray befriending.”

“Made us focus on the administration, policies and procedures.”

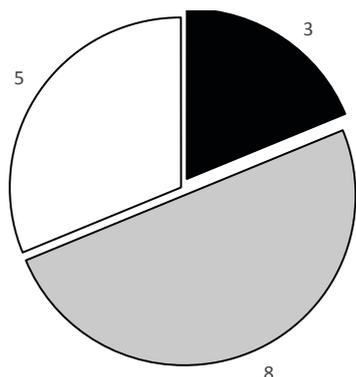
**Enabled you to develop or expand your befriending service?**

“Our organisation has become much more aware of the need to develop a slogan to widen its appeal and ensure that the public have a better understanding of the service we offer. This has helped us develop our leaflets and advertising of the service generally.”

“Guidance when filling in our application for a DCC grant.”



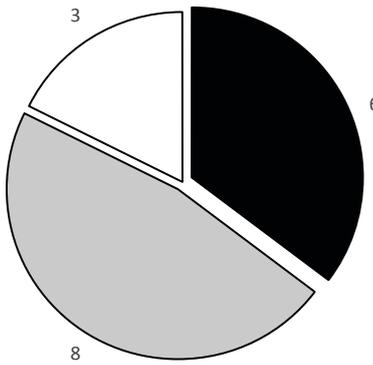
**Enabled your befriending service to support more people?**



“Our organisation has been able to recruit and train more volunteers due to the funding received.”

“The Trusted Befriending Network has raised our profile and shown the need for our service in our area. It has enabled us to secure some funding as we cannot meet the current need. This will help us provide more admin hours and be able to take people off our waiting list.”

### Improved the training/support offered to befriending volunteers?



“We have changed training on the back of some of the things that have come out via the Network. We always like to keep our training fresh and relevant so it is important to have this input at Network meetings.”

“I have been pulling together other training information and ensuring that it is made available to volunteers in order to increase/encourage a greater awareness/uptake of relevant training opportunities - a good number of volunteers on our scheme have taken up these training opportunities.

“I am currently planning two additional training/social get-togethers for volunteers per year as a result of attending the TBN sessions.

“As a result of training organised by TBN (Dementia Awareness) I am looking forward to passing this information on in a volunteer training session within our scheme.”

### Q3: Can you give any examples or case studies that illustrate how being part of the Trusted Befriending Network has led to better outcomes for your befriending clients?

- It has allowed people to meet other people and are now able to access events and activities provided by Luv2MeetU, which is a friendship and dating agency for people with Learning disabilities. It has helped in highlighting the need for befriending and this has provided information to other organisations such as diverse communities, which might not have had this information before DTBN.
- Training on image, safeguarding and equality.
- The main example is when we get through the accreditation. This will help us to up our standards which is a better outcome for the clients.
- Being part of the Befriending Network facilitated us signing up to the APS. Which is ongoing. An important outcome of this process for our Clients, has been to formalise the agreements and arrangements that are made between us and the client. This gives us an improved clarity, and fosters a sense of control for the client.
- We have realized the importance of describing very carefully the boundaries of our service for both volunteers and the users of the service. This has meant that our service users have a much clearer understanding of what we offer them - so their expectations are realistic and can always be met.
- Only faster referral times for service users who do not fall within our catchment area.
- Please see previous page re training. I hope that there will be examples in the future that I can give as a result of the increased levels of relevant training.
- I don't think this has happened yet.
- We have recently undergone our MBF accreditation, I doubt we could have afforded that without input from the Network. However having the 'Bronze' and 'Silver' awards (as it were) in place for smaller projects is a tremendous idea and does help to give everyone peace of mind when making a referral to a befriending service.

**Q4: Can you give any examples or case studies to illustrate how being part of the Trusted Befriending Network has led to better outcomes for your volunteer befrienders?**

- The DTBN has just given Luv2MeetU a grant which will be used to recruit volunteers. Being a part of the DTBN has helped to promote the need for volunteers and the friendship service Luv2MeetU offers.
- It has helped to provide information on working with volunteers - helped me to re-design Befriending Handbook which has enhanced information given to volunteers on processes and support from Befriending Service.
- It gives us better outcomes for the volunteers as it helps again with our standards which affect the volunteers. It gives volunteers a sense of belonging to a bigger organisation.
- At a networking session organised by the Befriending Network there was some discussion around volunteer support. One organisation discussed how they support their volunteers with a drop-in coffee morning, we have now run our first drop-in coffee morning which received positive feedback from our volunteers. We have scheduled more of these sessions as we feel they are a valuable way to support our volunteers.
- Following advice and training from the network we are now much more clearly defining what we do and building that into induction for our volunteers. It means that each volunteer knows exactly what the boundaries are of the service we offer, avoiding the danger of leaving it open to interpretation by individual volunteers, which could lead to unrealistic expectations set by some and a lack of continuity in the service delivered.
- Please see previous page re training.
- I don't think this has happened yet.
- Our training has adapted and changed and the training available to volunteers has also increased. We have seen people accessing paid employment after being a befriender as it has given them the skills, confidence and self esteem to access these positions.

**Q5: Please give details of any training or other support that would help you to provide a better service.**

- To still focus on the need for befriending. Training on how to provide excellent service to the people who require this service. To provide training in areas relating to people with disabilities and to provide training for volunteers.
- As we are a small service at current, it would be good to be supported with more training and help us to provide possibly a training pack? We would like training on volunteers that are new to the service.
- Monitoring and Evaluation Training
- I would appreciate training around monitoring/measuring outcomes of the service provided for both volunteers and clients i.e how to design good simple 'surveys' to gather this kind of information.
- Specific communications training in telephoning service users. Marketing training.
- Continued 'free' access to Social Services training - as this is vital and cost effective for charities.
- Training regarding Safeguarding Adults and Lone Worker Policies and best practice - yearly
- Location of funding for a paid co-ordinator
- Dementia, disability specially for visually impaired and/or deaf people, equality, diversity, race awareness, chair based exercise, long term relationships. Training would need to be in Erewash.
- All training for volunteers is useful - perhaps 'counselling for non counsellors' or 'listening skills' would be effective. Might also be worth looking at additional training for staff members.

- Not sure what training I would require at moment but am always interesting in developing, reinforcing and learning new skills.
- I think that the individual organisations who can deliver training could share their dates and see if each others training can be delivered across organisations.
- More networking and sharing of best practise.
- Joint county marketing - to reduce marketing costs.

**Q6: Is there anything we should do differently?**

- No - I like the style, time of meetings, training and networking, sharing good practice with other Befriending organisations.
- Not really - enjoy the current format - the Network has been extremely useful
- I don't think there is anything you could do differently that would help us.
- None
- Not really, just trying to provide funding for young people mentoring services

**Q7: Is there anything else you would like Derbyshire Trusted Befriending Network to provide or do?**

- Work in partnership with other organisations to help promote positive image of Befriending
- It would be good to possibly provide some more literature on the Network to maybe pass onto our volunteers and service users to explain what we are part of.
- A dedicated DTBN website where we could all advertise for volunteers and promote our services.
- To identify and support publicity avenues to find more volunteers. To raise the profile of befriending schemes with local agencies so they refer more clients, particularly Social Services (Adult Care) and medical practices. Encourage funding to pay part time Co-ordinators
- More of the same please

**Q8: What do you think our priorities should be over the coming year?**

- To keep focusing on befriending. To still do workshops & events which help to promote these services and to carry on providing excellent training in this area.
- To hold networking opportunities across different areas in Derbyshire so that worker, volunteers and carers can meet to exchange best working practices and case studies about the value of Befriending from the recipients point of view and that of the Befriender.
- Supporting befriending groups in remaining sustainable via advice and guidance on all aspects of operating the service for the public.
- The coming year should look at making sure resources are in place for existing projects and perhaps looking at how we might expand some of the larger projects
- The priority should be to work towards Befriending Strategy (five year plan) to continue to develop good work already taking place.
- Marketing - continuing to raise profile.
- We are currently trying to get through our Mentoring and Befriending accreditation. It would be good to be able to prioritise getting through it.
- Support for organisations around APS
- (1) Consider the need for services over 7 days. (2) Examine the impact of reduced warden services. (3) Examine need for befrienders in residential care (we get regular calls and

decline). (4) Is the scope of the Network too limiting? (5) Action to address waiting lists (6) Befrienders taking clients out to reduce social isolation - all issues arising from. DCC preventative policy (7) Discussion on prioritising cases and speed of response by VCS.

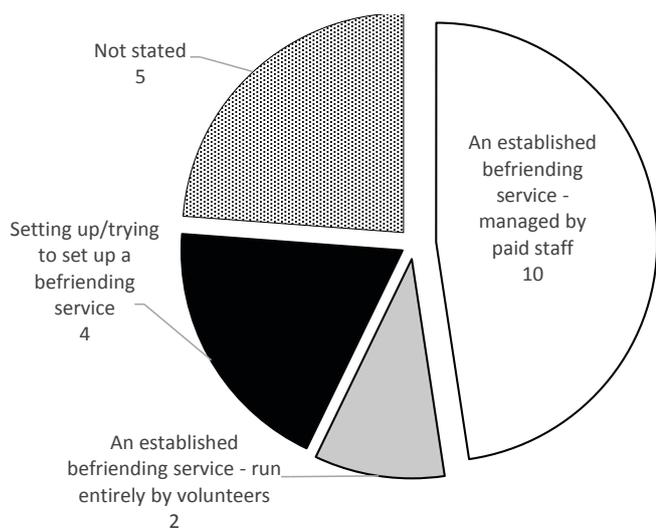
**Q9: Any other comments?**

- Needs time to develop and move forward. Excellent for sharing befriending practices. Good to meet like minded people.
- Personally I hope the Befriending Network continues, it has been extremely useful since its inception and I would be disappointed to see it disappear.
- Many thanks to Kerrie [DTBN Co-ordinator] - she has been extremely professional, and a pleasure to work with.
- The support we receive from the team based at South Derbyshire CVS [organisation managing DTBN] is excellent.

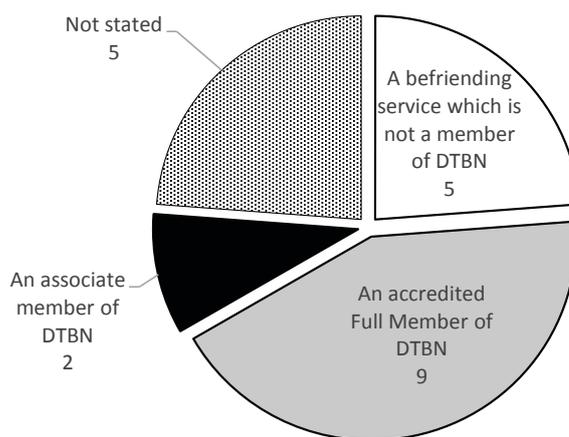
**Who responded to the survey?**

44 organisations were invited to take part. This includes members, associate members and non-members of DTBN, and both established befriending services and those in the process of developing services. 21 responses were received.

Type of service



Membership of DTBN



## Appendix 2: Survey of Befriending Champions

**Q1: Why did you decide to attend the Befriending Champion training course?  
(If someone else asked you to attend, why do you think they wanted you to attend the course?)**

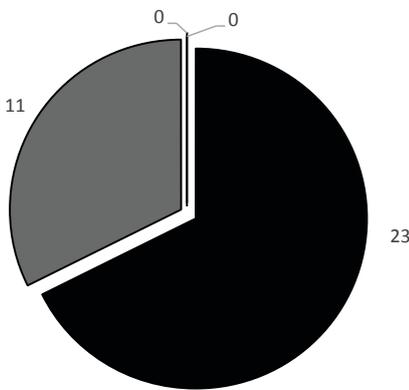
- This is useful to my current role
- I am lead co-ordinator on the Glossop Befriending Project. I am in contact with many elderly people who live on their own and very rarely go out other than attending our Time Out Service. Attending the training supports me in my role and how to use the skills to understand how to deliver the service and recognise potential befriender.
- As I am the Chair of Chesterfield 50+ and have contact with the Forum members it was a good way to promote what a Befriending Champion is about via Chesterfield Volunteer Centre.
- I meet with a lot of people through my job and more signposting information is always useful
- Because of my volunteering with New Mills Helping Hands
- Because it is what we are doing anyway so it made sense
- I was nominated to attend the course because in my line of work I am already in touch daily with people enquiring about what services are out there they can use and benefit from.
- To find out more about it.
- As I work in the vol centre on reception it would help the people who come into the centre. So the staff will be more informed to help people.
- Because they thought it would be a good point of contact and that I would receive a lot of useful information for our group - and I did! Thank you.
- I thought it would be a good contact for the people who I see who are socially isolated
- They thought it would help me on my lunch clubs
- I am working for a local community group and being able to refer people to other possible local services above our remit benefits everyone. I feel our group becomes better informed and thus can give improved service to the community and local people receive more and/or better information/assistance.
- As I am volunteering as a Befriender, phone buddy and at a hospital I was well placed to be hopefully in the right place to give the right advice to those that needed it.
- I am interested in the whole area of befriending and feel there is a great need for befriending services for older people in particular and people who are isolated in general. I was also keen to network and gather as much information as possible to assist me in my Health Trainer role within Rykneld Homes
- I attended because I'm involved with a weekly lunch for older people and was interested in a way of knowing about other local activities that they may benefit from.
- Another Health Trainer thought it would benefit my job role.
- Because I deal with many elderly people and thought it would help
- It dovetails into the work of Health Trainer at the Farming Life Centre - part of the remit is to support people to make lifestyle changes.
- To gain further knowledge what is out there for people to access
- Sounded useful
- I was invited to go on the course. I think I was asked because Amber Valley CVS knew that I was on several committees and felt I would be able to help others that way.
- I was asked to attend as it is beneficial for my role as a Health Trainer
- To enhance existing skills and experiences of befriending. To be better equipped to answer questions relating to help groups both local and national.

- I currently work for Derbyshire Police and I felt the course would enable me to offer more informed advice and signpost to the relevant agencies.
- I felt it was important to the role that I do everyday as I signpost and provide information for clients about services in the local area on a day to day basis, I feel that being a befriending champion can only enhance my role further, increasing my knowledge about other services and sharing information with other providers
- I was interested in helping people, so being a Befriending Champion helped me do this.
- I wanted to know as much as possible about being able to help as many people as I could
- Networking opportunity and to find out more
- Attended with another member of our lunch club helpers, to collect information which might be useful in the future.
- I was invited to attend and identified as somebody that would benefit from the training given my work within the local community and my work with vulnerable groups.
- I attended the Befriending Champion course because I was interested to know more of what the Befrienders do etc...especially considering how valuable a resource I have found the service in my work as a social worker. The Befriending Service asked me to attend to forge interagency links.
- Befriending can solve a lot of problems amongst my client group. Anything which helps me identify a Befriending need can only be a good thing.
- Attended because my role often brings me into contact with people who may potentially benefit from the befriending service.

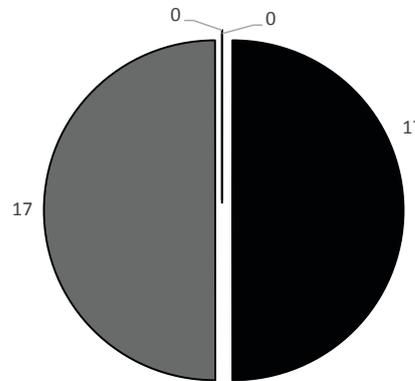
**Q2: As a result of attending the Befriending Champion training....**

- Completely
- Quite a lot
- Not much
- Not at all

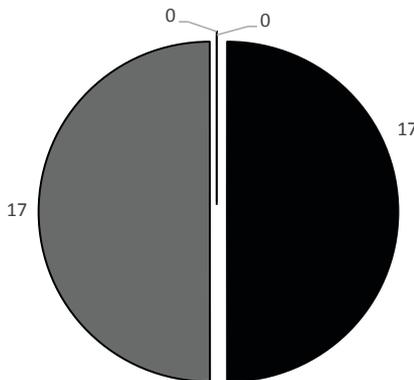
I understand the role of a Befriending Champion



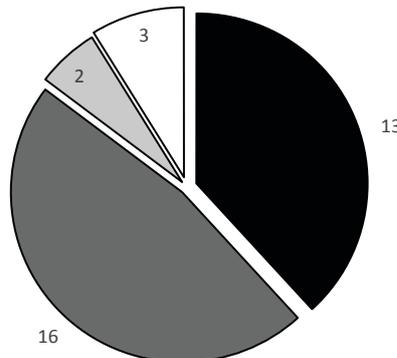
I feel better informed about sources of support for vulnerable people



I understand safeguarding and what to do if I have a cause for concern



It has helped me to do my current job/role better



### **Q3: What did you like best about the Befriending Champion Training?**

- Making links with other professionals in varied roles, and finding out how this was befriending.
- I enjoyed the comments from other people on the training. It gave me insight to how they viewed the role and how I can include this in my role. The training allowed us time to ask questions and share experiences.
- The course was handled well with different ways of learning.
- Networking with other people working in my (geographical) area.
- Meeting others who we wouldn't do normally and networking to gain more knowledge of support available out there.
- It was a very interesting session, well set out and very informative.
- It reaffirmed many important aspects of community development and the importance of having befrienders within the community.
- Learning more about befriending and the best way to help people. Also making yourself safe.
- Meeting new people and networking and how useful the training was to me.
- All the information I learnt.
- Meeting people from other organisations for an introduction, exchanging information, experiences, gaining a wider knowledge about services in the area.
- It helped me to be more positive in my role and to better understand the needs of the people I am trying to help.
- Networking and information gathering.
- I enjoyed the varied ways used to put across the information and the informal atmosphere.
- Friendly and informative, gets you thinking.
- All the information we were given.
- Networking and the role others take in offering one to one support in the community.
- Meeting fellow providers.
- The way the course was delivered, finding out about other voluntary groups.
- Seeing the variety of people who were taking the course. There were members of both sexes from different areas of life. Also, the fact that you were presented with a pack which would help you to begin helping people.
- Sharing experiences.
- A greater in-depth understanding of actions required, especially when discussing as a group, the case scenarios and possible solutions.
- The speakers were very informative. Met a wide variety of people.
- The training was conducted in a relaxed and person friendly way in that we were involved in different case scenarios amongst other tasks, this made understanding how services can provide support and how we as befriending champions can incorporate that into our daily working environments.
- Fairly informal and friendly, easy to digest information and interesting delivery made it enjoyable.
- Getting to know the others.
- Information was clear and presented in a variety of ways by the group leaders. The small group situation was good.
- Networking with others people that work in the community.
- The friendliness, the commitment. The context of the course was carefully considered and pitched well considering the diverse range and experience of people who attended the training.
- Informal atmosphere. Good discussion forum. Truly great catering!
- Friendly and informal training. Well presented. Good information.

#### **Q4: What could we have done better?**

- Perhaps if we could have done a group exercise to reinforce could be useful.
- I was happy with the training.
- Every thing was just right.
- I can't think of anything you could have done better.
- Cant think of anything that would have made it better.
- At the outset, define the role in a nutshell, then develop it. I think I wasn't the only one confused.
- So much was fitted in, I would like to learn more. A lot to take in.
- Nothing the training was pitched just right.
- I think it was alright as it was.
- Nothing.
- The help and advice that was given has been most useful so I feel you got it just right.
- Explained better how the befriending champion training fitted in to different people's roles. there were volunteers present and people in different employment.
- Maybe change the group round sometimes so that everyone had the chance to talk to everyone else.
- I was happy with what we were told.
- Explained what was involved when the invitation was issued.
- Not much
- The room was a little cramped at times but the training was first rate.
- It would be difficult to improve on the way the training was conducted for the initial session
- I was totally happy with every aspect.
- Cannot think of anything at the moment.
- I could not suggest any improvements
- I can think of nothing.
- Tables weren't arranged in the most sociable of ways (just 2 to each table, tables not really facing each other). Felt a bit isolating to begin with. Not much immediate follow-up after the course. Can't recall whether or not we got e-mailed round the contact details of the other attendees.
- Nothing that I can think of.

#### **Q5: What information, training or support would you like to receive from the Derbyshire Trusted Befriending Network in future?**

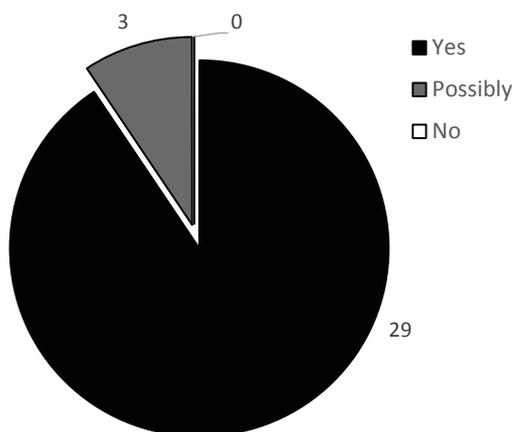
- Information about updating skills, or linking with other professionals who undertook this training would be useful.
- When I have a referral and they are not suitable it is very difficult to say that we can not help. This I have found with people who are referred from the Mental Health Teams. The people they refer have complex needs and in need more of a support worker than a Befriender. I look at other services for them but feel that the person is left on their own. I would appreciate comments from other befriending Champions who have experienced this.
- Any information about new services in my area.
- Maybe an update if things change to keep our knowledge current
- Probably just any updated information by email.
- How to word questions the right way.
- Anything that may be of use within my role.
- I am not sure.
- I am happy with the training I received, at my age I do not wish to go any further.
- I still struggle to see where the training fits in to be honest. Before doing the training I would always look to refer people to befriending projects, nothing has changed for me in that respect. I find that there is little choice of befriending options for people and to get a

client a befriender is not a straight forward process in my experience. Waiting lists etc etc. I feel there should be more resources put in to starting new projects to train and prepare volunteers to become befrienders and to be able to meet a great need in Derbyshire currently.

- I always find refresher courses invaluable as there's always something new to learn.
- Where the befrienders are based and how to contact/refer to.
- Promote this service to general community in the area so they know it's available.
- Keeping in the loop about what services are out there.
- News of changes or any new services.
- Details of any new associations/groups in the area that it would be useful to know.
- Anything which you would consider useful.
- None at present.
- Any relevant topic concerning the wellbeing of the community.
- It would be good to discuss highlighted problems where services are limited and also some guest speakers from different organisations would be interesting
- I would like to be kept up to date with information regarding services in Swadlincote and surrounding area. If I needed any support I know I can call or visit.
- Course for CIEH Level 2 award in Food Safety in Catering.
- I would like to receive updates and invites to other events.
- I would like to be updated with information relevant to my work as a social worker assessing adults' social care needs in the community. Linking, working together is always good practice.
- Befriending often comes into its own after someone has been bereaved. So training in how to deal with bereavement might be useful. Also, perhaps an online forum where befriending champions can keep in touch with each other and keep up to date with the latest on what each organisation is doing.
- Just to be kept informed on what is happening or if there is any change in procedures. Perhaps a short refresher course every now and again.

**Q6: Would you recommend this course to other people?**

- It was very interesting and well presented, but needs to be clearer on the role definition.
- I found the course very informative and helpful. Well worth going.
- For those looking for employment or wishing to progress in volunteering it is a good course
- I found it expanded my understanding of befriending in general.



**Q7: If there is anything else you would like to tell us or say about being a Befriending Champion, please do so below.**

- I enjoy trying to help people in any way I can. I live in an area where the elderly and some with disabilities live. I am nearly 75yrs old but am lucky to be fit and healthy (but not very good at spelling and not very computer friendly).
- I work in community development but don't do a lot of signposting on a 1:1 basis, so don't think I can be a befriending champion in my current role.
- I enjoy being useful and that I can help those that need it. I feel very positive about it.
- I just want to say that all the people involved in the training were professional and did a great job. Thank you.
- I have learnt a lot which i didnt know before.
- It has been useful to learn about the boundaries of the role. In addition, with regards to using new media ensuring we work safely e.g. I set up a 'work' facebook address and this is accessible to people I encounter through work. This ensures my private life is confidential.
- Because I am retired, I do not often meet with people long enough to know if they need help.
- It makes one more aware of what's out there and how people can be pointed in the right direction to receive help.
- I found the information about services really useful, but I admit I'm terrible at feeding back my progress or details. It is just an extension of my duties as a volunteer and I can't see it as being over and above what I should be doing anyway!
- Its a shame there weren't more of us present.
- Cannot think of anything at the moment.
- Well done.
- Just... keep up the good work!
- Since attending the course, I have not had the opportunity to make any referrals but I have promoted the Befriending Network to various groups and organisations that I have come into contact with.

**Where do Befriending Champions come from and who responded?**

The survey was sent in July 2013 to 56 Befriending Champions who attended one of 7 training sessions between December 2012 and June 2013. 34 responses were received (61%).

The number of responses from each area is shown in the table below.

<b>Befriending Champion Training Session</b>	<b>Number of survey responses</b>	<i>Number of Befriending Champions trained</i>
Arkwright Town (June 2013)	2	9
Chestfield (January 2013)	8	10
Cotmanhay (April 2013)	5	6
Cromford (May 2013)	5	6
New Mills (June 2013)	4	11
Ripley (January 2013)	4	6
Swadlincote (December 2012)	6	8
<b>TOTAL</b>	<b>34</b>	<b>56</b>

## Which organisations are Befriending Champions linked with?

The 56 Befriending Champions work or volunteer with the following 50 organisations (some organisations have more than one Befriending Champion, and some Befriending Champions work with more than one organisation).

Action 4 Cotmanhay	High Peak Braille Group
Age UK Derby & Derbyshire	High Peak VIP Group
Alzheimer's Society	Home-Start South Derbyshire
Amber Trust	Langley Mill Community Communicators
Amber Valley CVS	Luv 2 Meet You
Belper Self Help Group Depression & Anxiety	Monday Lunch
Bright Street Laundry	NCHA - Derbyshire Directions
Buxton Volunteer Centre	New Mills Helping Hands
Chesterfield 50+ Inspired Forum	New Mills Volunteer Centre
Chesterfield Royal Hospital	Next Step (Against Domestic Abuse)
Children's Centre	North East Derbyshire District Council
Community Concern Erewash	P3
Cruse Bereavement Care	Readycall
Derbyshire County Council	Rethink - The Croft
Derbyshire Libraries	Rykneld Homes
Derbyshire PCT	Sett Valley Medical Centre
Derbyshire Police	Sight Support Derbyshire
Derventio Housing Trust	SNaP Development Project
Duke of Edinburgh Awards Scheme	South Derbyshire CVS
Farming Life Centre	South Derbyshire District Council
Findern Methodist Chapel Lunch Club	The Get Together Club
Glossop Volunteer Centre	The Samaritans
GP Surgeries	The Travelling Lunch Club
Health Trainer Scheme	Volunteer Centre Chesterfield & NE Derbyshire
Heanor & District 50+ Forum	
Heanor Festival	

## Appendix 3: Survey of people signposted by DTBN

The Directory of Befriending Services in Derbyshire is widely available, for example via the DTBN pages on Derbyshire County Council's website, allowing individuals to access information about befriending services directly. However DTBN does receive a number of enquiries about befriending services in the county. During the year July 2012-June 2013, 71 such enquiries were received (see tables below):-

Source of enquiry	Number of enquiries
Family/friends	17
Health service	7
Self	5
Social care services	19
Voluntary sector service	23
<b>Total</b>	<b>71</b>

Geographical area	No. of enquiries
Amber Valley	8
Bolsover	7
Chesterfield	4
Derbyshire Dales	9
Erewash	8
High Peak	2
NE Derbyshire	6
South Derbyshire	14
Derby city	5
Other	3
More than one area/unspecified	5
<b>Total</b>	<b>71</b>

### Survey Responses

Those who had contacted DTBN in this way were invited to complete a survey. 17 responses were received:

#### Q1: When you contacted Derbyshire Trusted Befriending Network, why was this?

Looking for a befriending service for myself	0
Looking for a befriending service for a family member or friend	2
Looking for a befriending service for someone I support (professionally, as a paid worker or volunteer)	11
General enquiry about befriending services in Derbyshire	4
Another reason	1

#### Details

- I run a communication support service in Derby for stroke survivors
- NHS patient
- I was looking at opportunities for befrienders to befriend individuals with learning disabilities but also to befriend small groups who enjoy similar activities
- So that we can refer members of the public who contact us for befriending services to the right people/contact numbers (the charity I work for does not offer befriending services but we receive a lot of enquiries about it)
- mental health issues
- My Dad

**Q2: As a result of contacting us, did you contact any befriending services?**

**Yes: 2**

- Chesterfield Elderfriends,
- Various across Derbyshire

**No: 14**

**Not yet but I intend to: 1**

**If Yes: Were they able to provide a befriender?**

**Not yet but on a waiting list: 2**

**If No: Why not?**

- We got information but my Father in law wasn't keen.
- No available service in this area suitable for clients.
- I passed on details to my client.
- I gave the information to the patient so that he could contact a befriending service; which I imagine he did.
- General enquiry only -- I passed on the information to managers.
- General enquiry for future reference.
- We refer members of the public on to your services.
- You kindly supplied me with a list of Befriending Services in Derbyshire. I passed the details on to our member so they can contact them direct. I also sent the list to several of my colleagues just in case anyone else made enquiries with regard to Befriending Schemes.
- Yes, although I was already aware of that befriending service.
- Nothing available for mental health in the area.
- No befriending service was available as the lady was living in a residential home.
- Being arranged via the community hospital.
- There are no general/older adults befriending services in the Bolsover area except for specialised ones eg for people with sight loss.

**Q3: Do you have anything to say about your experience of contacting/using a befriending service?**

2 responses:

- Previous experience of using a befriending service for my clients has been positive, except for the very long waiting list.
- This co-ordinated approach is a good idea in principle, my experience is that there are just not the right services out there to refer to.

**Q3: Do you have any comments about Derbyshire Trusted Befriending Network or suggestions about how we could provide a better service to people wanting a befriending service?**

- An incredibly helpful service who had a lot of suggestions and support options available.
- Continued support required not always just introductions/signposting. Signposting often leads to nowhere
- I think it is an excellent and much needed service. Keep up the good work!
- It was very good; lots of info and it arrived swiftly.
- Think the principal is brilliant. Very happy that ties in with volunteer training initiative. Wasnt sure that the recent initiatives have resulted in more befrienders? Understand that befrienders can only befriend individuals not small groups? We are recruiting and supporting befrienders (feeding them into the training provided by CAYA) ourselves to work in groups and with individuals which seems like a duplication of effort. It would be interesting to see whether we can prioritise befrienders for those going through the connector service.
- There does not appear to be much available to cater for people with learning disabilities who

want to socialise independently of family/carers but need some support. Also, there does not appear to be a befriending service for people who are able to access facilities independently but would require the motivation and company of a 'friend' to sustain their involvement, e.g. swimming, gym, etc

- The Directory of Befriending Services is very useful and without it we would be unable to refer lonely and vulnerable people on to services which can help them.
- Only to make it widely available in accessible formats.
- My experience was that it didn't really change anything in Chesterfield - there is one befriending scheme with a very long waiting list which I can contact independently.
- Training in mental health there are many socially isolated people due to mental health issues. Also in more rural areas there is no service.
- More services that are free or low cost and available to more people
- Provide or arrange a befriending service in the Bolsover area

**Q4: What area do you (if you were enquiring for yourself), or the person/people you were enquiring for, live in? Please tick all that apply.**

<b>Amber Valley</b>	8
<b>Bolsover</b>	7
<b>Chesterfield</b>	3
<b>Derbyshire Dales</b>	2
<b>Erewash</b>	3
<b>High Peak</b>	3
<b>NE Derbyshire</b>	2
<b>Derby City</b>	2
<b>South Derbyshire</b>	2

**Q5: If you have anything else to say, please use the box below.**

- Would just like to thank you for an excellent service you provide.
- Very helpful.
- Think it's about time we took volunteering seriously in DCC so the initiative is very welcome

## Appendix 4: Derbyshire Trusted Befriending Network Capacity Building Grants

This scheme made available grants of up to £8,000 to accredited full members of the Derbyshire Trusted Befriending Network to enable them to:

- Support training for volunteer befrienders to better meet specific needs (e.g. for people with dementia and learning disabilities);
- Improve engagement with under-represented groups;
- Support innovative approaches to recruit additional volunteer befrienders;
- Further develop the contribution of a wider range of community organisations to provide befriending support as an extension to their established community role.

The following grants were awarded:

Organisation	Amount	Details
HF Trust Limited (HFT) - Luv2MeetU Scheme	£5,831	Luv2meetU is a friendship and dating membership agency for adults with a learning disability over the age of 18. It supports people with LD to make friends and develop closer relationships if they wish, within the north east Derbyshire area.  <i>Purpose of grant:</i> To fund increased capacity of the service and enable an increased number of clients to be supported.
Home-Start Erewash	£6,255	Supports adults with children, who are struggling with a range of difficulties including domestic abuse, drugs and alcohol, and mental ill health.  <i>Purpose of grant:</i> To recruit, train, and provide on-going support to a 25 to 30 new volunteers, who will provide befriending and practical help for adults with children who are struggling and feeling isolated in Erewash.
Home-Start High Peak	£1,292	Supports adults with children, who are struggling with a range of difficulties including domestic abuse, drugs and alcohol, and mental ill health.  <i>Purpose of grant:</i> To train two trainers to enable them to be able to support the delivery of volunteer befriender preparation courses. These courses furnish a volunteer with up to 40 hours of befriender training. There are up to 10 volunteers on each course. They are an opportunity for staff to get to know the volunteers and for the volunteers to build the attitudes, skills and knowledge needed to be successful volunteer befrienders.

New Mills and District Volunteer Centre	£4,000	<p>To expand their befriending service, which primarily supports isolated, older people. Service currently covers New Mills and Chapel-en-le-Frith, including all the villages and hamlets in between. Service provides home visits and will support clients to get out and about, such as to go shopping and participate in other activities.</p> <p><i>Purpose of grant:</i> For a promotional campaign to attract both new volunteers and clients, and to support volunteer befriender training and expenses.</p>
Sight Support Derbyshire	£6,860	<p>Offers befriending support across Derbyshire to people with sight impairment via home visits and over the telephone.</p> <p><i>Purpose of grant:</i> To increase their capacity by recruiting additional volunteers and enhancing their current volunteer training package in order to meet additional needs, e.g. befriending for people with sight loss who also have hearing loss, and/or dementia. These developments will enable them to improve their home befriending offer particularly across rural and ex-mining areas.</p>
Volunteer Centre Buxton & District	£750	<p>Befriending scheme for older people who are lonely or isolated.</p> <p><i>Purpose of grant:</i> To expand training provision for volunteer befrienders, to enable befrienders to support a wider range of clients, including those with dementia.</p>
Volunteer Centre Chesterfield & North East Derbyshire - Elderfriends and Making Time Project	£7,774	<p>The project provides befriending for adults (18 years and over) aimed at people who are lonely and/or socially isolated. The service is open to carers, people with mental ill health, and people with learning difficulties, who find that their particular situation isolated them from the rest of the community.</p> <p><i>Purpose of grant:</i> To increase the capacity of the main service to enable the service to support increased numbers of clients and increase the provision of specialist training for volunteer befrienders.</p>

<p>Volunteer Centre Derbyshire Dales - 'Readycall' service</p>	<p>£7,966</p>	<p>A befriending and simple practical help service to older, disabled and other vulnerable people living in the southern Derbyshire Dales. Aims to reduce social isolation in what is a predominantly a rural area, support social integration and participation in community life to enable people to continue to live independently. Since June 2012, Readycall has also been providing befriending and practical help to people whose lives have been affected by cancer, as a pilot initiative with Macmillan Cancer Support.</p> <p><i>Purpose of grant:</i> To replace the current outdated, and no longer 'fit for purpose' client and volunteer record/ data base system; develop a new range of promotional material and instigate a promotional campaign to recruit more volunteers; review the training programme for volunteers, then develop and deliver a new training programme to reflect the changing requirements of their role, namely to provide more befriending support for the very old, people with dementia, people with long term illness and more carers.</p>
--	---------------	--

## Appendix 5: Derbyshire Trusted Befriending Network Friends & Good Neighbours Grants

This scheme made available grants of up to £3,000 to small voluntary, community and not-for-profit groups, for 'good neighbour' initiatives or community-based activities to combat loneliness and isolation

The following grants were awarded:

Organisation	Amount	Details
All Season's Allotment Project, North Wingfield	£2,950	For improvements to make a community allotment project more accessible to all members of the community. This includes building raised growing beds and installing level pathways. Existing community groups, including a group supporting people with physical disabilities, and a local stroke support group use this facility. New social groups will be encouraged to engage with this project.
Bright Choice, Buxton	£3,000	To contribute to the running costs/additional equipment for an established social club in the High Peak for adults with learning disabilities run by volunteer support workers. The grant funding will enhance the experience for existing members and will also help to support the group to reach out to new members.
Chesterfield & North Derbyshire Tinnitus Support Group	£700	To enable a peer support group for people with Tinnitus to hold a workshop, 3 additional meetings and produce a newsletter. The focus will include increasing membership of the group, to benefit socially isolated sufferers of tinnitus.
Chesterfield Filipino Community Association	£1,500	To support the group to develop a monthly coffee break meeting and hold a sports day, to reduce the social isolation of members of the Filipino community.
Chinese Big Society	£1,570	To develop a trilingual Chinese volunteer befriending project for isolated members of the Chinese community in Chesterfield, High Peak, Derbyshire Dales, Bolsover and North East Derbyshire. This will include a variety of support including one to one home visiting, telephone befriending and group activities.
Crich Careline	£1,980	Extension of village based telephone befriending service in Crich, Amber Valley. This funding will enable the service to be increased from 4 days a week to every day and will also enable more people to access the service.
Different Strokes, Swadlincote	£600	Funding for an existing peer support group for people who have suffered a stroke to support a number of activities. These include transport to enable clients to attend the meeting.

Etwall Live At Home Scheme	£3,000	To support a small group who currently hold regular coffee mornings to develop a visiting and telephone befriending service around the Etwall area in South Derbyshire.
Friends of Oaklands Village, Swadlincote	£2,000	To develop daily sessions of gardening and craft activities, coffee mornings and tea dances for the residents of Oaklands Village and the wider community in Swadlincote, South Derbyshire.
Friendship First, High Peak and North Derbyshire Dales	£3,000	To continue and develop monthly Friendship First social events for people with learning disabilities, including expanding the service into South Derbyshire Dales and employ friendship facilitators to support friendships.
Fun 2 Do, Buxton	£3,000	To develop a supported friendship project involving volunteers (with a shared interest) to support people with learning disabilities to access activities.
Glapwell Community Development Group	£3,000	To support the development of a luncheon club at Glapwell, Bolsover through the provision of catering equipment.
Gloss, Glossop	£2,300	Development of a weekly drop in session for people with mental ill health in Glossop, High Peak by an established group.
Glossop & District Age Concern	£2,121	To support an existing group to extend the scope and scale of its activities for older and isolated people in the Glossop area, High Peak and engage with older and vulnerable people not currently actively engaged with the group. Proposals include social activities, outings and community drop-in sessions and issuing birthday and christmas cards for older people not in touch with their family or no living relatives.
Glossop Seniors Club	£1,500	To support the development of a mens social/friendship group in Glossop, High Peak.
Grapevine Project	£1,587	To support the re-launch of a drop-in centre for people with mental ill health in Buxton, High Peak.
Hasland Park Community Association & Neighbourhood Watch	£500	To support an existing group to develop a Neighbourhood Matters scheme. This will focus on providing activities targeted at stay at home residents of Hasland Hall Park Estate, North East Derbyshire.
Hatton Friendship Group	£1,400	To support the development of a “knit and natter group” in Hatton, South Derbyshire by an existing group who have identified a need.

High Peak Fibromyalgia ME/ CFS Support	£920	To support the continuation of a support group for carers and sufferers of Fibromyalgia ME/CFS from across the High Peak area
High Peak Writers	£520	To support and increase membership of a creative writing group for people with mental ill health in Buxton and the surrounding area, High Peak.
Let's Lunch	£525	To provide a dishwasher for an existing luncheon club that reduces the social isolation of people in Chesterfield.
Saints Augustines Lunch Club	£1,250	To support the development of a lunch club in the Rother ward of Chesterfield. Proposal includes the provision of information and advice to support members of the community who are socially isolated.
Shout Out	£1,680	To support the extension of a pilot scheme offering weekly sessions for people with a learning disability over the age of 16 in South Derbyshire. These sessions will include art, craft, sport and recreational activities.
Swanwick Luncheon Club	£1,000	To support the development of an existing luncheon club in Swanwick, Amber Valley.
Thickley Close Estate Neighbourhood Watch/Sports Club	£1,400	To support the development of a new social group in the Bolsover area, through the provision of social outings for older and isolated people.
Wellbeing Group	£730	Contribute towards the running costs of a weekly drop in session for isolated members of the community suffering from mental ill health in Whaley Bridge, High Peak and day trips for members of the group.