



## **BEFRIENDING FOR ADULTS IN DERBYSHIRE**

### **MAPPING REPORT DECEMBER 2015**

## INTRODUCTION

### 1. DEVELOPMENT OF THE DERBYSHIRE TRUSTED BEFRIENDING NETWORK

The Derbyshire Trusted Befriending Network was set up in 2012 as part of Derbyshire County Council's Prevention Strategy. South Derbyshire CVS was chosen to act as the strategic delivery partner and have taken the lead and managed the project.

The aim of the Derbyshire Trusted Befriending Network is to ensure that every adult who needs befriending support has fair and equal access to it and also to ensure that those who use befriending services can be confident that the service they receive is safe and well run.

The objectives of the Derbyshire Trusted Befriending Network are:

- To carry out a comprehensive needs and gap analysis of current befriending services in Derbyshire to inform future development of befriending services across the county (*Completed September 2012*).
- To develop quality standards for befriending providers to gain accreditation as members of the Derbyshire Trusted Befriending Network and to support them to achieve this quality standard. This will allow befriending providers to show that they run their services safely and well. (*Level 1 and 2 accreditation developed 2012 and Mentoring and Befriending Foundation Approved Provider Status adopted as the standard for level 3 membership*).
- To develop and provide a support mechanism for befriending providers in Derbyshire (*regular network meetings and training sessions provided for members to attend*).
- To develop and support a network of Befriending Champions who will support the work of the Derbyshire Trusted Befriending Network by identifying and signposting vulnerable adults to befriending services as well as other community activities and support services. (*96 people have undertaken the Befriending Champion training since 2012, 42 of which are still active Befriending Champions*).

#### 1.1 What do we mean by 'Befriending'?

The Derbyshire Trusted Befriending Network defines befriending as a service where **one person (usually a volunteer) provides one to one support and encouragement to another person. The volunteer is someone other than a family member or friend and the relationship is usually set up and supported by a group or organisation.**

#### 1.1 Purpose of the mapping exercise

The purpose of the 2015 mapping exercise was to:

- Update the information gathered from the Gap Analysis and Mapping Exercise undertaken in 2012.
- To identify any gaps in befriending provision in Derbyshire and compare these with the results from 2012 to see if the gaps identified then have been filled or if any new gaps in provision have arisen.
- To identify the main issues affecting befriending services in Derbyshire.
- Make recommendations to inform the continued development of best practice by the Derbyshire Trusted Befriending Network and befriending services in Derbyshire.
- To inform decisions about the funding and commissioning of befriending provision by Derbyshire County Council and other potential funders/commissioners.

## 2. MAPPING OF BEFRIENDING SERVICES IN DERBYSHIRE

### 2.1 Methodology

A mapping questionnaire was developed, based on the questions asked in the 2012 mapping of 1:1 befriending in Derbyshire. The questionnaire was sent to all Derbyshire Trusted Befriending Network members and affiliates. We also searched Community Directory Derbyshire (voluntary sector database) and Derbyshire County Council's Derbyshire directory to identify and approach organisations offering befriending who are not currently connected with the network. The questionnaire was sent to 74 organisations in total. Those who did not respond had at least 3 follow up requests by email and/or telephone.

33 organisations completed the mapping survey of which:

- All 33 are established services
- 29 are members of the Derbyshire Trusted Befriending Network
- 10 are accredited at level 1 (Full Membership)
- 14 are accredited at level 3 (Mentoring and Befriending Foundation Approved Provider Standard)
- 4 are associate members of Derbyshire Trusted Befriending Network
- 1 has applied for level 1 accreditation
- 4 are non-members

Of those network members who didn't complete the mapping questionnaire:

- 6 are associate members
- 2 are level 1 members
- 1 associate member emailed to say that they are finding it very difficult to offer the befriending service *"due to the lack of volunteers coming forward and our funding doesn't afford us to have paid staff"*

### 2.2 Volunteers

Befriending services were asked to give the **number of volunteers** actively involved in the delivery of their service and the **approximate weekly hours** that they give.

The number of active volunteers ranged from 2 to 95 (average 29) and the number of volunteer hours per service per week ranged from 4 to 140 (average 48). Almost all of these were volunteer befrienders although a few supported delivery in other ways e.g. admin support.

In total across the 33 respondents, **1039** befriending service volunteers give approximately **1598** hours each week. If this were costed at the minimum wage of £6.70 per hour x 46 weeks this gives an equivalent value of **£492,503 per year**. If the £8.25 minimum hourly rate advocated by the Living Wage Foundation was used, it would equate to **£606,441 each year** (well over half a million pounds).

The most common methods that providers use to recruit volunteers are:

- Word of mouth 93%
- Own recruitment process and publicity 84%
- Local volunteer centre/CVS 75%
- Local media 51%

Other methods of recruiting volunteers mentioned include social media, Derbyshire Trusted Befriending Network Website, organisational websites, posters, visiting local groups and attending local events and exhibitions.

### 2.3 Staffing Levels

87% of services had paid staff involved in the management and administration of the befriending service. Staffing levels vary from 2 hours per week to 2 full time equivalent staff, the average being equivalent to a 30 hour per week post. However, many services were unable to give exact figures as many of the staff involved have multiple roles and responsibilities within their organisation, without a set number of hours being allocated specifically to the befriending service.

The majority of organisations have a paid befriending coordinator role with some having specific admin support roles as well. One organisation involves paid staff in some of the delivery of befriending (acting as befrienders) on occasion, either to relieve pressure on the waiting list or to deal with more specialist needs. These are experienced befrienders who have been trained to deal with a wide range of issues.

### 2.4 Models of Befriending Provision

The types of befriending provided continue to fit into 6 broad models. Some services offer more than one type of service and some befriending relationships are a combination of two or more of these types of activity. However a number of service providers are exploring the provision of befriending in a group setting to increase capacity and reduce waiting lists. Therefore we propose that in future a seventh model is included (called **Group Befriending** in the table below).

<p><b>Home visiting:</b> The volunteer goes to the home of the person needing support – a volunteer is matched 1:1 with a service user and makes a regular visit to get to know them and provide support and friendship. This can be time limited to support someone through a particular crisis, however in some cases relationships are sustained over many years.</p>
<p><b>Buddying:</b> Similar to the above, however the volunteer befriender accompanies and supports someone to go out of the home e.g. on outings, to go shopping, to take part in leisure activities such as classes or sports or to go to medical appointments.</p>
<p><b>Mentoring:</b> Mentoring involves supporting someone to achieve a specified goal or outcome, and is usually time-limited. For example, supporting someone to improve their skills or get a job. The Mentoring and Befriending Foundation defines mentoring and befriending as different ends of a spectrum depending on whether the emphasis is on social relationship (befriending) or goal focussed (mentoring).</p>
<p><b>Telephone befriending:</b> Support is provided over the telephone – a regular call (daily, weekly or less often) to check that the person is well and to have a friendly chat. Sometimes the same volunteer calls the person each time, while other services operate a rota. Some schemes use this to reach more people e.g. in isolated rural areas, or to provide interim support while people are waiting for a face to face befriender - however some people do simply prefer telephone contact to someone coming to their home.</p>
<p><b>Email befriending:</b> A volunteer provides contact and support via email. Obviously this only works where people have access to IT and are able to use it, however it can help where people are very lacking in confidence and would struggle to cope with face to face contact. Like telephone befriending it can in some cases help reach people with a specific need over a wider geographical area.</p>
<p><b>Supported Friendships:</b> Where people want to develop friendships with their peers but there are practical obstacles to this being possible, e.g. for people with learning disabilities who have limited access to the kinds of social contact that we would take for granted (meeting a friend or going on a date). The support involved might include arranging transport, practical arrangements (such as booking a restaurant), organising an outing, venue or social activity, handling money or acting as a chaperone or companion.</p>
<p><b>Group befriending:</b> Befriending support is provided by bringing people who otherwise have limited social opportunities together in a group setting, encouraging and facilitating peer support and friendships as well as offering 1:1 support from volunteer befrienders.</p>

## 2.5 Availability of befriending and type of service offered, district

The tables below give an overview of where befriending services are offered, who is eligible to use them, and the type of befriending provided. The first table shows generic provision (offered to all eligible adults); the second shows where specialist provision (limited to people with particular conditions or targeting specific needs) is provided.

### (i) General providers of Adult Befriending Services (by district)

The providers listed below offer a service to any vulnerable adult or are open to people with a range of needs

	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire
<b>General/all adults</b>	Quarndon Befrienders (H/B/T)  Amber Valley CVS (H/T)	Age UK – Bolsover Befriending (H/B/T)	Chesterfield Time Bank/Circles of Time (T)	Derbyshire Dales Careline (T)	Volunteer Centre Erewash (H)	Hope Careline (T)  Volunteer Centre Glossop (H/T)		SDCVS Connect (H/B/T/SF)

### (ii) Specialist providers of Adult Befriending Services (by district)

The providers listed below offer services to people with specific needs/eligibility criteria

Specialism	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire
<b>Eating Disorders</b>	First Steps (W)	First Steps (W)	First Steps (W)	First Steps (W)	First Steps (W)	First Steps (W)	First Steps (W)	First Steps (W)
<b>Rural Communities</b>	Farming Community Network*	Farming Community Network*		Farming Life Centre (T) Farming Community Network*	Farming Community Network*	Farming Community Network*	Farming Community Network*	Farming Community Network*
<b>Learning Disability</b>	Our Vision Our Future (SF)	Our Vision Our Future (SF)	Our Vision Our Future (SF)	Fun2Do (SF) Peak and Dales Advocacy – Friendship First (North Dales)*		Fun2Do (SF) Peak and Dales Advocacy – Friendship First*	Luv2MeetU (SF) Our Vision Our Future (SF)	Enrych (H/B/T)

Specialism	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire
Older People	<p>Contact the Elderly (75+ - Belper) (G)</p> <p>Quarndon Befrienders (Quarndon) (H/B/T)</p> <p>Crich Careline (T)</p> <p>Royal Voluntary Service*</p>	Royal Voluntary Service*	<p>Young at Heart Club (G)</p> <p>Volunteer Centre Chesterfield Elderfriends (H/B/G)</p> <p>Age Concern Careline (T)</p> <p>Royal Voluntary Service*</p>	<p>Farming Life Centre (T)</p> <p>Age UK – High Peak &amp; Derbyshire Dales (H/B/T/SF)</p> <p>Royal Voluntary Service*</p> <p>Readycall Macmillan (H) <i>NB: Only for people aged 60 or over who affected by cancer or other life limiting illness and their carers</i></p>	<p>Community Concern Erewash (Cotmanhay &amp; Ilkeston) (H)</p> <p>Royal Voluntary Service*</p>	<p>VCSPD Buxton Befriending Service (H/B)</p> <p>Age UK – High Peak &amp; Derbyshire Dales (H/B/T/SF)</p> <p>New Mills &amp; District Volunteer Centre (H/B/T/SF/W)</p> <p>Careline in Hathersage (H/B/T/M/SF)</p> <p>Royal Voluntary Service*</p>	<p>Young at Heart Club (G)</p> <p>Volunteer Centre Chesterfield – Elderfriends(H/B/G)</p> <p>Royal Voluntary Service*</p>	<p>Royal Voluntary Service*</p> <p>SDCVS Connect and Unique (H/B/T/SF)</p>
Parents of Young Children					Home-Start Erewash (under 8) (H/B/T)	Home-Start High Peak (under 5) (H/B/T)		Home-Start South Derbyshire (under 5) (H)

<b>Specialism</b>	<b>Amber Valley</b>	<b>Bolsover</b>	<b>Chesterfield</b>	<b>Derbyshire Dales</b>	<b>Erewash</b>	<b>High Peak</b>	<b>North East Derbyshire</b>	<b>South Derbyshire</b>
<b>Physical Disability</b>	Stroke Association (H/B/T)	Stroke Association (H/B/T)	Stroke Association (H/B/T)	Stroke Association (H/B/T) VCSPD	Stroke Association (H/B/T)	Stroke Association (H/B/T)	Stroke Association (H/B/T)	Stroke Association (H/B/T)  Enrych (H/B/T)
<b>Visual Impairment</b>	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)	Sight Support Derbyshire (H/B/T)
<b>BME Communities</b>	Derbyshire Gypsy Liaison Group	Asian Association* Chinese Big Society* Derbyshire Gypsy Liaison Group	Asian Association* Chinese Big Society* Derbyshire Gypsy Liaison Group	Chinese Big Society* Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group	Chinese Big Society* Derbyshire Gypsy Liaison Group	Asian Association* Chinese Big Society* Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group
<b>Mental Health Issues</b>	British Red Cross VC Mental Health Support*				British Red Cross VC Mental Health Support*			
<b>Carers</b>	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*	Derbyshire Carers Association*
<b>Hearing Impairment</b>	Hearing Help Amber Valley (H/T)			Hearing Help Amber Valley (H/T)	Hearing Help Amber Valley (H/T)			

Specialism	Amber Valley	Bolsover	Chesterfield	Derbyshire Dales	Erewash	High Peak	North East Derbyshire	South Derbyshire
Domestic Abuse								Next Step (H/T/M/SF)
Other	Sporting Futures*	Rhubarb Farm (M/B) Sporting Futures *	Rhubarb Farm (M/B) Sporting Futures*	Sporting Futures*	Sporting Futures*	Sporting Futures*	Rhubarb Farm (M/B) Sporting Futures*	Sporting Futures*

\*= organisations who didn't respond to/complete a mapping questionnaire

H = Home Visiting T= Telephone SF = Supported Friendships M=Mentoring B=Buddying W=Web based (email, Skype etc.) G = Group

## 2.6 The picture across Derbyshire

Since mapping was last carried out in 2012, generic services have been commissioned by Derbyshire County Council to provide generic, any vulnerable adult befriending services in Bolsover and South Derbyshire District which were identified as specific gaps in provision.

However, there are still some parts of the county without access to a generic service, particularly for younger adults wanting home visiting or buddying (face to face) befriending:

- There is no general/all adults service in North East Derbyshire, although there are services for older people. In Chesterfield only a telephone befriending service is available for younger adults.
- Derbyshire Dales Careline is the only generic befriending service in Derbyshire Dales – it offers only telephone befriending and operates primarily in the Southern Dales and Uttoxeter areas.

There are a number of specialist befriending service operating in Derbyshire, however the offer is not consistent countywide. For example:

- Home-Start befriending services for **parents with young children** are available in Erewash, High Peak and South Derbyshire, but not in other parts of the county
- There is specialist befriending provision for people from particular **BME communities** though not all communities or areas have such provision
- There is a befriending service for people who are **hearing impaired** which covers Amber Valley, Derbyshire Dales and Erewash
- There is a befriending service for **survivors of domestic abuse** in South Derbyshire but not in other parts of the county.

There are also some types of specialist befriending provision which are not available in Derbyshire:

- There is no specialist provision for people with **mental health issues** in Derbyshire<sup>1</sup>.
- There is no specialist provision for people with **dementia** or for people with **Autistic Spectrum Disorders** in Derbyshire.

Organisations were also asked whether they were aware of any gaps in befriending provision:

- 5 organisations commented on the lack of Befriending services for younger adults (while many of the organisations have a remit to work with all adults, many of them find that they are only able to work with older people due to capacity issues.
  - *“There is no service in our area for under 50s, this should be covered and there is a huge hole where that service should be. It is something we used to cover but sadly due to rising demand for older services we can no longer provide that.”*
  - *“We have been asked several times for befriending for younger adults around the High Peak. I have found it difficult to find somewhere to signpost them to.”*
  - *“Growing need to support ... those under 60”*
  - *“We cannot work with people under 55.”*
- Lack of specialist befriending services for people with mental health issues and dementia were identified by 9 organisations
  - *“Definite gaps in provision for those with dementia, mental health issues.”*
  - *The number of referrals of clients with unaddressed mental health problems has shown a massive increase – these referrals are outside the scope and skills range of our volunteers.”*

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<sup>1</sup> The British Red Cross Voluntary Community Mental Health Support service that was operating in Amber Valley and Erewash is struggling to deliver this service “due to the lack of volunteers coming forward and our funding doesn’t afford us to have paid staff”

- *“(We) often receive referrals for people with conditions our befrienders are generally not equipped to deal with including acute mental health difficulties, advanced dementia.”*
- *“We are starting to get more referrals for people with mental health issues or dementia as well as hearing impairment.”*
- *“The groups that present most challenges are: people with more severe mental health needs...”*
- *“People often request a ‘sitting service’ for someone with dementia, if they have lost the ability to communicate with a befriender then this is a difficult need to fulfil. Sometime (we get) mental health referrals where a CMHT s reducing or ending their support.”*
- *“We are unable to respond to referrals from Community Mental Health Teams as our volunteers are not trained to support people with mental health issues.”*
- *There is a “growing need to support people with dementia”*
- 2 organisations commented on the lack of Home-Start provision for parents in Amber Valley, Bolsover, Chesterfield, Derbyshire Dales and North East Derbyshire.
  - *“Home Start befriending support is only available in Erewash, South Derbyshire and High Peak areas of Derbyshire. As a joint enterprise all three schemes would like to work together to provide Home start support to all families in the whole of Derbyshire.”*
  - *“We only cover South Derbyshire, Erewash and High Peak, all other areas are not covered. Amber Valley closed in December 2014.”*

The mapping exercise only highlights what provision is and isn't available. What the significance of this is, and what our response should be – particularly in relation to specialist provision - requires further investigation. It may be that some variations in provision are due to local differences or pressures in those areas. It may be that befriending is not an appropriate response to some needs and that inappropriate referrals are being made, or more clarity is needed about eligibility. Or it may be that befriending providers do not have the expertise to assess service users or train volunteers to deal with some types of need – severe mental health conditions or dementia are issues that have been raised within the network in the past.

In many areas where befriending services are operational, there are issues around **capacity and resources** that mean many services are unable to respond quickly to need, have long waiting lists, struggle to recruit and support enough volunteers to meet demand and are having **to limit access to their services**. The causes of this, and the best way to address the issue, would also benefit from further investigation and discussion (see section 2.10 Supply and demand, below).

## **2.8 Funding**

The most common source of funding is Derbyshire County Council, predominantly as part of joint finance arrangements with local CCGs (13 organisations). Current funding agreements for several respondents run to March 2016 and future funding is subject to the voluntary sector review.

The other major sources of funding are the Big Lottery (4 organisations) and Macmillan Cancer Support Funding (2 organisations). Big Lottery funding is due to end in December 2015 for one organisation, March 2016 for another and 2017 for the other two. Macmillan Cancer Support funding is due to end in 2017 for both organisations in receipt of it.

2 support service for families are either funded through the local district council or through the Big Lottery. Both of these sources of funding are due to finish in 2016 and if not renewed, or alternative sources of funding found, then these services will have to close. The other family support service is currently funded through the proceeds from selling their building.

*“We are not currently funded by the local authority, DCC decommissioned our core service in Derbyshire in July 2015...if we do not get any substantial funding (we are) facing closure in May 2016.”*

6 services are entirely self-funded. For 3 organisations, the befriending service is part of a wider service offered and is funded by the parent organisation; 1 organisation is currently waiting to hear the results of funding applications and is funding the service through its reserves and the other 2 organisations raise their own funding through local fundraising events and activities. 6 organisations make some form of charge towards their service; 3 have membership fees for service users; 2 make a charge to cover volunteer travel expenses after an initial 3 month free service and 1 charges people with low/high support needs who receive direct payments or personalised budgets (this organisation offers a buddying and mentoring service) a daily rate for access to the service. 90% of organisations offer a free service.

Organisations were asked what will happen to their services when the current funding ends:

- *“We aim to maintain diversity of income so we are not dependent on any one source of income for our work.”*
- *“It will fold unless we can attract new funding.”*
- *“If the funding is reduced we will have to review whether the service is still viable. If the funding is completely cut, the service will close.”*
- *“Closure!!!”*
- *“Unless an alternative source of funding can be found, the service would cease.”*
- *“If CCG/DCC funding is withdrawn we will need to consider closing or restructuring the service proportionate to the cuts – many existing clients would no longer receive any support from our charity. We would consider offering a ‘paid for’ service as a way to continue to offer out services – recent calculations would mean that we would need to charge our clients at least £15 a month for up to 3 telephone calls per week.”*
- *“We will have to apply for funding elsewhere but this is highly competitive and has no guarantee of success.”*
- *“We have a number of funding streams and so the charity is well placed to continue its work.”*

54% of the organisations who responded to this question, said that unless they could secure funding then their services would either close or be drastically reduced.

## **2.9 Referrals**

Organisations were asked how service users are referred to their services:

<b>Referral Route</b>	<b>Number of organisations</b>
Self-referral by users and/or their families	33
Derbyshire County Council Adult Care referral (direct from a Social Worker)	26
Derbyshire County Council Brokerage Scheme	11
Health referral e.g. GP, District Nurse, Hospital	26
Other voluntary and community sector organisations	28

vSPA (voluntary sector Single Point of Access) was also mentioned by several organisations as a regular referral source. This is a new service which provides a referral pathway from Health and Social Care to Voluntary Sector services to support older and vulnerable people, and people with long term conditions. Southern Derbyshire vSPA (Amber Valley, South Derbyshire Dales and South Derbyshire) is delivered by South Derbyshire CVS in partnership with Amber Valley CVS and Derbyshire Dales CVS. Northern Derbyshire vSPA (Erewash, Hardwick and North Derbyshire Clinical Commissioning Group patient populations) is delivered by NDVA.

The numbers of referrals received by organisations per month range from 1 to 30 (average 7) but a couple of organisations are oversubscribed and are not taking any more referrals at the moment.

## **2.10 Supply and demand**

54% of the befriending schemes reported a waiting list for their services – at the time of the survey approximately **652 people in Derbyshire** were waiting for a befriender. The numbers of people on waiting lists ranged from 2 to 250+ (average 36). 1 organisation has stopped taking referrals at the moment as they are oversubscribed. 1 organisation has had to start a waiting list in the 3 months before the survey date.

It was difficult for organisations to specify how long people spend waiting for a service as it depends on a variety of factors including the availability of volunteers with particular skills or in particular geographical areas. Where organisations have given waiting times, it ranges from 1 month to up to 1 year.

Reasons given for operating a waiting list include:

- *“Shortage of volunteers or no suitable volunteer for that client.”*
- *“High demand plus not enough volunteers, complexity of referrals.”*
- *“Staff capacity to be able to support more volunteers and ultimately more service users. We are already over our capacity numbers. No more funding to provide any more matches.”*
- *“It would be ridiculous to recruit the number of volunteers needed for this project, impossible even. The overriding problem is that we have far too many referrals – the project is well known and is a victim of its own success.”*
- *“We prioritise people affected by cancer so those with other conditions may have to wait until we have the capacity to respond.”*

Organisations were asked if they sometimes find it difficult to accommodate the needs of the people being referred to their service. 72% of services answered that they do.

The main issues raised were:

### **2.10.1 Staffing numbers/capacity**

- *“We lost our worker and funding is very limited so we are struggling to recruit.”*
- *“The large number of referrals means it is impossible for us to keep up with everyone. We carried out a recent audit of the people on our waiting list and several had passed away since being referred. We need to look at other ways of getting people involved in community activities and also need more income. The current levels of demand are far too much for one person to undertake.”*

### **2.10.2 Volunteer numbers/capacity**

- *“Never enough volunteers to cover all the clients at any one time.”*
- *“Shortage of volunteers, shortage of male volunteers, difficult to find the right volunteer for the client’s needs.”*
- *“We don’t have a huge pool of volunteers.”*
- *“Volunteer recruitment is the main difficulty.”*

### **2.10.3 Complexity of need**

- *“Growing need to support people with dementia and those under 60.”*

- *“We are unable to respond to referrals from Community Mental Health teams as our volunteers are not trained to support people with mental health issues.”*
- *“People often request a ‘sitting service’ for someone with dementia if they have lost the ability to communicate with a befriender then this is a difficult need to fulfil. Sometime mental health referral where a CMHT (Community Mental Health team) is reducing or ending their support.”*
- *“Complexity of the family due to the social care thresholds being raised – may not have a suitable volunteer for the family.”*
- *“With less funding for personal care budgets, we are now receiving referrals that have higher needs.”*
- *“We often receive referrals for people with conditions our befrienders are generally not equipped to deal with including: acute mental health difficulties; advanced dementia; police issues; offenders; people living with addiction; possible replacement for health/social statutory support.”*
- *“The number of referrals of clients with unaddressed mental health problems has shown a massive increase - these referrals are outside the scope and skill range of our volunteers.”*
- *“We are also recently receiving some end of life scenarios which are more suitable for other services (such as home visiting) which are overloaded and have large waiting lists without any known time scale for service delivery.”*
- 14 organisations specifically commented that although they have a remit to work with any adult over 18, that most of their service users are older people:
  - *“Most of our members are aged over 60 and have mobility or long term health problems.”*
  - *“At present most of our service users are 60+ and have physical difficulties and also organic mental health issues.”*
  - *“Mostly older people – large number having some form of dementia.”*

## **2.11 Plans and Aspirations**

### **2.11.1 Plans**

Organisations were asked if they plan to develop, expand or change their befriending service in the near future. 51% said they were, the other 49% had no plans for development, expansion or change.

Plans being made include:

- Stopping all referrals for January and February *“to manage the current numbers, review and assess our support systems”*.
- Increasing the numbers of Befriending Groups (this was mentioned by 3 organisations)
- Recruiting and training more volunteer befrienders
- *“Our befriending service is presently being offered to 95 service users - NMBF (National Mentoring and Befriending Foundation) recommends that our capacity at the level of service we offer should be 80, we are at the point where we are considering restricting our service availability.”*
- Several organisations are developing pilot projects to meet specific areas of need including expanding the existing service into North Derbyshire Dales; developing a telephone befriending service and a sitting service in Glossop; piloting a befriending project to work with survivors of domestic abuse; developing a perinatal service to befriend families from pre-birth in North Derbyshire. All of these are funding reliant and while 1 organisation has secured funding for their pilot project, the others are waiting to find out if they have been successful in their applications.

### **2.11.2 Aspirations**

Organisations were also asked if they had any aspirations for their befriending services, if there were any ways they would like to expand or develop their services if resources were available. 87% of organisations responded and aspirations include:

- Developing a new service – including a telephone befriending service, a sitting service, a service to support families with disabled children and befriending groups for dads.
- Increasing capacity for the service, to enable more service users to access the service
- Recruiting more staff and volunteers
- Extending the reach of the service to a wider geographical area and/or to younger people.
- Attracting more secure funding to help ensure sustainability of the service. As one organisation put it – to *“keep going!!”*
- Expanding the service into specialist areas including mental health, dementia and young people.

### **2.12 Monitoring and evaluation**

#### **2.12.1 Equalities monitoring**

All organisations reported that they record some basic demographic information about service users and volunteers. All organisations ask service users about age and gender (100%), while 81% ask about geographic location, 84% physical disability, 75% sensory impairment, 69% mental health issues, 63% carers/caring responsibilities, 60% ethnicity/race and 57% learning disability. Less than a quarter of the organisations record sexual orientation with only 6 (18%) recording religion or whether someone is transgender.

Not all organisations record all this information about their volunteers. 3 organisations (9%) do not record any information about their volunteers, while 87% record gender, 75% age, 69% geographic location. Just over half the organisations (57%) record the ethnicity/race of volunteers, 51% physical disability and 39% sensory impairment. Fewer groups record the following amongst their volunteers; learning disability 11 (33%), mental health and carers/caring responsibilities 9 (27%), and less than a quarter record sexual orientation (7), transgender (6) or religion (5).

#### **2.12.2 Outputs and Outcomes Monitoring**

##### **Outputs monitoring:**

All the organisations report that they record some form of outputs. Two organisations only record numbers of people using their service but the rest record a variety of outputs including:

- Numbers of service users
- Numbers of volunteers
- Number of volunteer hours
- Number of referrals

##### **Outcomes Monitoring**

84% of organisations evaluate their services against one or more outcome measures including:

- Service users who report feeling less socially isolated
- Service users who report reduced anxiety
- Service users who report improved levels of confidence, well-being or self esteem
- Service users who maintain or increase their level of independence
- Volunteers who report improved skills

- Volunteers who report enjoyment or satisfaction
- Volunteers moving on to paid employment or taking up educational/training opportunities “

*“We can report on the Our Health, Our Care, Our Say indicators (e.g. improved quality of life, health and well-being etc.)”*

*“We recently surveyed our members to measure their satisfaction with the service, specifically in relation to how receiving calls had reduced their sense of isolation, increased well-being and helped to support them to continue to live independently. We also surveyed family members to measure the benefit of the calls on them i.e. sharing the responsibility of a vulnerable member of their family and how this has reduced their stress. Finally we surveyed our volunteers to assess both their satisfaction with the role and how they felt their calls helped our members.”*

### **2.12.3 Service User Feedback and Evaluation**

Nearly all of the organisations undertake service user feedback or evaluations on a regular basis and this is measured in a formal way.

*“We send out evaluation forms annually. We also visit the service user annually and fill out an evaluation of how Befriending has helped them. We also ask our volunteers to complete an evaluation form about their experience as a volunteer with our service.”*

*“We send an annual feedback questionnaire to each of our users to complete and return, and respond to their comments.”*

*“We currently use a database which reports all our statistics. It keeps up to date numbers and records of volunteers and service users.”*

### **2.12.4 Quality Accreditation**

13 organisations have the Mentoring and Befriending Foundation Approved Provider Status accreditation (the Derbyshire Trusted Befriending Network level 3), 6 responded with dates this is due for renewal and 3 are due in 2016 and 3 in 2017. 9 organisations have Derbyshire Trusted Befriending Network level 1 accreditation.

Other quality standards achieved by services were PQASSO (8), Investors In People (2), Investors in Volunteers (1), Quality First (2), ISO9001 (1), VCQA (Volunteer Centre Quality Accreditation) (1), Home-Start UK Quality Assurance (3) and Age UK Organisational Quality Standard (1).

1 organisation is working towards Investing in Volunteers, 1 towards Quality First and 1 towards Macmillan Cancer Support Volunteering Standards. 18 organisations are not working towards any quality standard accreditation but one commented *“this may be reviewed once we have a better understanding of our funding position.”*