

 <p>Barrow Upon Soar Good Neighbour Scheme</p>	<p>BARROW UPON SOAR GOOD NEIGHBOUR SCHEME</p>
<p>BEFRIENDING GUIDANCE G005</p>	

1. What is befriending?

Befriending is a one-to-one, non-judgemental relationship where you volunteer your time to support and encourage someone. Many people benefit from the support of a befriender at a time of change in their life or when they are socially isolated due to illness or old age.

Befriending is about listening and supporting another person, through face to face or telephone contact, where a befriending relationship is established to develop social contact and interaction. Befriending is about acceptance and choice, not about creating dependence. Befriending is about offering positive and regular contact and easing loneliness. It is not about replacing social care requirements, solving someone's problems or friendship in the traditional sense.

More often than not a befriending visit will be straightforward and both parties will have an enjoyable time together. However, in order to try and avoid any possible difficulties, these guidelines are written to give the volunteer confidence about what to expect and to ensure that both members and volunteers are kept safe and feel comfortable with the scheme.

If you are asked to provide any additional level of support not already agreed by the scheme, please ask the member to contact the Telephone Coordinator first rather offer to it yourself.

2. Boundaries

A befriending relationship is not a friendship and as with any supportive relationship it can be easy to overstep limits, this is why it is very important to establish clear boundaries from the outset.

These will help the befriending relationship to have the right expectations and enable the creation of a safe environment with a defined understanding of the expectations and limitations.

3. Training and Support

- An introduction visit to the member with the Telephone Coordinator or existing volunteer will be arranged. The scope of the agreed support will be discussed during this initial meeting to ensure all parties are aware of the arrangements.
- Each match will be subject to on-going review to make sure it is going well and is still appropriate. Ideally this would take place within one month of the first visit and again at 3 months. If the match is proving successful a further review after 9-12 months will be agreed.
- Due to the confidential nature of befriending relationships, one to one support will be provided by the scheme, either via the Volunteer Coordinator or the Safe Guarding Officer.
- Befrienders will also have the opportunity to meet and discuss any concerns as a group. This will be on a regular basis, either in person or via Zoom.
- Each member has their own 'WhatsApp' group team for volunteers and the Telephone Coordinator to chat together and pass on information about visits and/or concerns. Please update after each visit to keep each other up to date.

4. What to do

Befriending is all about developing a trusting, supportive relationship with our members. For your own safety, please at all times follow the G002 Lone Worker And Personal Safety Guidance Available on our website.

- Please make sure you have all the details about the person you will be visiting before you set out. This should all be provided by the Telephone Co-ordinator and should include name, address, phone number and essential details about the member. There should also be a contact number for emergencies available via the Telephone Co-ordinator.
- Take your identity card and always show it - some members may be unwilling to ask. Explain clearly who you are and why you have come - the Telephone Co-ordinator will have told them who to expect.
- It is a good idea to phone ahead in the morning, just to make sure the member has not made alternative arrangements or forgotten, to avoid a wasted journey. You can withhold your number before the member's phone number.
- The Telephone Co-ordinator and your "buddy" should always know where you are. If you have a mobile phone then take it with you and make sure it has power and is switched on.
- Volunteers should encourage our members to join activities in the community if possible. When chatting with a member you may discover an interest that they have or somewhere they would like to go. Please share this with the Telephone Co-ordinator in order that they could research possibilities. There may be some activity locally which would only require a lift or introduction.
- Please keep discussions with a member confidential unless they give you permission to share. However, if you hear or see anything which may cause safeguarding concerns for the member or yourself, then contact the Telephone Co-ordinator immediately. This may be something related to the member's health and wellbeing or the safety of others.
- In the event of any inappropriate behaviour (verbal or physical), make a written note as soon as possible, and sign and date it, and report it to the Telephone Co-ordinator.
- If you do not feel comfortable for any reason, then leave. Report your concerns to the Telephone Co-ordinator in case this might be a problem for another volunteer.
- If you have any concerns about the member's welfare, always report this to the Telephone Co-ordinator on **07771 625 591** who will contact the Safeguarding Officer.

5. What not to do

- We can only work with adults. The Disclosure and Barring Service checks that are carried out do not cover working with under 18s. At no time should you be left with an unattended child.
- Do not make your own arrangements to support members above agreed levels. Members must go through the Telephone Coordinator for any additional support requests.
- Do not feel obliged to give your personal phone number, address or email.
- If the member has a fall when you are there and they are unable to get up by themselves, do not attempt to lift or move them. Make sure the member is as warm and comfortable as possible and call 999. Paramedics are trained to check for injuries and to lift people correctly.
- Do not help with any medications.
- Do not provide any personal care – dressing, washing, feeding or toilet needs – as this is outside of the scope of befriending.
- Do not get involved with moving and handling a member who has physical difficulties.
- Do not physically feed members.
- Do not feel obliged to make a drink; it is ok to help if they offer you some refreshments.
- Do not provide any financial advice – suggest they use professional organisations or contact the Citizens Advice Bureau for further information.