West Norfolk Befriending

www.wnbefrienders.org.uk

Service Specification

1. Introduction

West Norfolk Befriending provides a befriending service to socially isolated older people 65+ with long-term conditions including people with physical disability, sensory impairment and/or Carers (formal and informal). WNB works with people living in King’s Lynn and the coastal strip from Dersingham to the Burnhams (and all the encompassing villages), Downham Market and the Norfolk Fens. The aim of the trustees is to develop the service so that it covers more of West Norfolk.

West Norfolk Befriending’s Mission Statement is as follows:-

“We will provide a sustainable support network which allows people at risk of isolation to feel socially included. We will achieve this through a dynamic and well managed organisation which delivers person centered services through its staff and volunteers”

West Norfolk Befriending supports the following priorities and targets:-

- **Our Health, Our Care, Our Say** through maintaining older people in their own homes whilst reducing isolation and increasing social inclusion
- **Sure Start for Later Life** through involving & engaging people in their communities.
- **New Ambition – “Dignity & Quality of Life”** through encouraging healthy ageing and the promotion of independence, well-being & choice.
- **Independence, Well-Being & Choice** – WNB is able to play a vital role as an advocate in ensuring that people access the services they need.
- **Living Longer, Living Well** The Norfolk Older People’s Strategy Next Steps 2009-2011.
- **Commissioning Framework for Health & Well-Being** by enabling older people to remain at home & maintain their independence for as long as possible.
- **In Control 2007 – self Directed Support**-individuals receiving social care will have a personalized budget.
2. Service aim and outcomes

Strategic Aim

The overall aim of WNB is through the provision of a befriending service to alleviate social isolation in older people 65+ with long-term conditions including people with physical disability & sensory impairment and/or Carers (formal and informal).

Strategic outcomes

1. (outcome – improved social relationships) Through the provision of one to one support we will increase clients’ self-esteem & confidence.

2. (outcome – enabling participation – which gives people more choice, more voice and control) To work alongside vulnerable older people to help build their confidence and abilities to be able to access facilities.

3. (Outcome – increased coping abilities – befriending can help clients stand on their own 2 feet and make their own decisions enabling befriender to withdraw after a specific time period). To increase clients coping abilities through working with them to maintain their social independence and reduce social isolation.

Service Outcomes

WNB makes a difference to people’s lives by enabling clients/carers to:

2.1 Supporting Carers

WNB provides a service to compliment the need to maintain a carer’s health and well-being. This is achieved by:

- Giving the carer/cared for a regular break.
- Ensuring that the service offered is flexible to the needs of the carer and cared for.
- Facilitating where relevant access to other services i.e. West Norfolk Carers.
- Enabling where possible community engagement.

2.2 Improving Emotional Well-Being

Befriending helps improve emotional well-being through:

- Offering a regular listening ear
- Having someone to share thoughts with
- Having a chance to put the caring role to one side and be a person in their own right.
- Offering support and being detached from the home situation
- Facilitating links in the community
2.3 Improved Quality of Life
Befriending helps maintain quality of life by:
- Giving a break from caring
- Enabling clients to keep alert and in touch with the world outside their home.
- Avoiding deterioration in psychological and physical health.
- Maintaining existing skills, e.g. knitting
- Enabling the client to remain at home and retain independence for as long as possible.

2.4 Making a Positive Contribution
Befriending enables the client to make a positive contribution by:
- Supporting the client to attend social events held twice a year.
- Increasing their confidence to enable community engagement.
- Encouraging clients to have a voice by being on the board of Trustees.

2.5 Increased Choice and Control
Befriending encourages clients to have increased choice and control in their lives:
- Through offering information and support to access other services.
- Encouraging clients to make their own decisions.
- The knowledge that we equip our volunteer befrienders with.

2.6 Freedom from Discrimination and Harassment
WNB has robust equal opportunities policies to support this:
- Safeguarding of Vulnerable Adults training is undertaken by all volunteer befrienders and staff.
- SOVA and Equal Opportunities policies are reviewed yearly by the board of Trustees.
- This forms part of the Induction of volunteers, and the assessment of Clients.
- WNB volunteers are trained to risk assess for discrimination and harassment.
- Protecting the dignity of Clients is a high priority of the service.

2.7 Maintaining Personal Dignity and Respect
Befriending helps clients maintain their dignity and respect by:
- Encouraging staff and volunteers to reflect on their practice.
- Maintaining client confidentiality.
- Ensuring that the service reflects and respects the beliefs of all clients.
Accessing the befriending service has shown effectiveness in:-

**Service users/carers by**
- Offering respite to carers
- Advocacy for clients.
- Emotional support.
- Visits to the housebound.
- Improved social relationships.
- Enabling participation in the local community.
- Increasing confidence.
- Increasing coping ability.
- Increased choice and control.
- Improved quality of life.
- Maintaining independence.
- Improved, physically, psychologically and social well being.
- Reduction in accessing medical services.

Accessing the befriending service has shown effectiveness in:-

**Volunteers by**
- Feeling that they are contributing to their local community.
- Enabling them to achieve experience in a health & care setting
- Attendance at training workshops where a portfolio of training can be built upon.
- Empowering the befriender to build their skills/knowledge leading to opportunities for further education, career and employment.
- Feeling that they are contributing to their local community.

4. **Target population**

West Norfolk Befriending provides a befriending service to socially isolated older people 65+ with long-term conditions including people with physical disability, sensory impairment and/or Carers (formal and informal). WNB works with people living in King’s Lynn and the coastal strip from Dersingham to the Burnhams (and all the encompassing villages), Downham Market and the Norfolk Fens. The aim of the trustees is to develop the service so that it covers more of West Norfolk.

5. **Principles of Service**

Evidence indicates that the following principles of care are important

- A committed team of volunteers responsible for providing a range of befriending options.
- Valuing the contribution made by clients to shape the service developments.
- A Dedicated Manager responsible for supporting the befrienders in their volunteer role also responsible for funding, strategic direction and operations.
- An experienced development worker to increase geographical area covered.
- An excellent skill mix of trustees responsible for overall management of the service, from both the public and private sector.
- A comprehensive Training program for trustees, staff and volunteers.
- A service dedicated to provide ongoing development of volunteers and staff.
- Open communication throughout the organisation.

5. Service Description

<table>
<thead>
<tr>
<th>Key Component</th>
<th>Key Elements</th>
<th>Performance Indicators</th>
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</table>
| Befriending   |  • Befriending volunteers visit clients in their own homes or they go out for a morning/afternoon/day if relevant/necessary.  
                  • Befrienders visit fortnightly for up to a one year period depending on needs of clients, as agreed at the assessment.  
                  • Befrienders provide listening, emotional & social support.  
                  • Befrienders provide advocacy where relevant, for example will help client obtain a disability parking permit  
                  • Befrienders via the office support provide a signposting service to other services. |  • Qualitative & quantitative information.  
                                                                 • Case studies.  
                                                                 • Client & Befriender feedback  
                                                                 • Review feedback.  
                                                                 • Numbers of review undertaken.  
                                                                 • National research regarding benefits of befriending.  
                                                                 • Equal opportunities data collected.  
                                                                 • Other services referred on. |
<table>
<thead>
<tr>
<th>Referral &amp; assessment</th>
<th>Undertake assessment via one to one visit in client’s own home.</th>
<th>Identify needs &amp; eligibility for service.</th>
<th>Identify &amp; agree outcomes and timescales.</th>
<th>If appropriate then a befriending match can be made.</th>
<th>Quantitative: how many referrals, how many inappropriate referrals etc.</th>
<th>How long on the waiting list for assessment visit.</th>
<th>How many visits made by befrienders.</th>
<th>Case studies on benefits of liaison visits.</th>
<th>Outputs agreed.</th>
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</thead>
<tbody>
<tr>
<td>Review Process</td>
<td>Undertake review in client’s own home initial 3 month review then as agreed. Maximum length of service offered one year.</td>
<td>Ensure the clients needs are still relevant &amp; appropriate.</td>
<td>Assess if agreed outcomes are being met or need to be changed.</td>
<td>The review process involves identifying benefits to clients, agreeing an exit strategy with the client and obtaining feedback on effectiveness of the service.</td>
<td>How many reviews taking place.</td>
<td>Customer feedback.</td>
<td>Case studies.</td>
<td>Befriender and referral feedback regarding the client.</td>
<td>Outcomes achieved.</td>
</tr>
<tr>
<td>Signposting</td>
<td>Befrienders raise any concerns regarding clients.</td>
<td>Manager refers onto other appropriate agencies for example if someone requires a hearing aid.</td>
<td>Qualitative &amp; quantitative info.</td>
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<td>National research regarding benefits of early intervention &amp; prevention.</td>
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<tr>
<th>Strategic Development</th>
<th>Approved Provider Standard (MBF)</th>
<th>Business Plan</th>
<th>Policies &amp; Procedures specific to WNB in place and a review timetable set with the trustees.</th>
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<td></td>
<td>Fund-raising strategy developed.</td>
<td>Next Steps strategy set up and reviewed bi-monthly by the Trustees.</td>
<td>Quality standard obtained from Mentoring and Befriending Foundation in Feb 2008 renewal due March 2011.</td>
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6. Partnership working

6.1 – Inter-agency liaisons and sharing of best practice
WNB work in partnership with the following organisations:-

- Community Social Work Teams
- Care Connect-West Norfolk.
- West Norfolk Carers
- Alzheimer’s Society- King’s Lynn & West Norfolk
- West Norfolk Deaf Association
- Red Cross home from Hospital
- Norfolk & Norwich Blind Association
- Age Concern-West Norfolk
- Age UK-Norfolk
- The Norfolk Hospice –Tapping House
- West Norfolk Mind
- WNVCA
- District Nurse Teams
- Community Rehabilitation Team
7. Management of service

7.1 – Governance

In working to achieve good practice West Norfolk Befriending will:-

- Develop and implement effective employment and management standards for both paid workers and volunteers.
- Have in place effective and appropriate financial systems.
- Have in place appropriate systems for planning, implementing and monitoring work programs.
- Have in place systems for achieving and maintaining good quality services, including dealing with complaints where practicable.
- Develop and implement policies for ensuring equality and diversity in all aspects of employment/volunteer management and service provision.
- Develop and implement policies to ensure appropriate involvement of service users.
- Undergo appropriate training for staff, paid or unpaid, and Trustees, to ensure ongoing maximum effective management and running of the project.
- Strive to retain the Approved Provider Standard – a quality standard awarded by The Mentoring & Befriending Foundation.

7.2 – Access

The Befriending service is run from 12, Thoresby College, Queen Street, King’s Lynn. An office with disabled access in central King’s Lynn. The office is open 9-5 Monday to Friday.

Referrals are via Norfolk County Council community services.

**West Norfolk Befriending Referral Criteria**

West Norfolk Befriending provides a befriending service to socially isolated older people 65+ with long-term conditions including people with physical disability, sensory impairment and/or Carers (formal and informal). WNB works with people living in King’s Lynn and the coastal strip from Dersingham to the Burnhams (and all the encompassing villages), Downham Market and the Norfolk Fens. The aim of the trustees is to develop the service so that it covers more of West Norfolk.

WNB defines Social Isolation as:

“Those who suffer a lack of social contact or who are unable to engage in social contact”
People who are eligible for our service include

1. Individuals presenting with complex social isolation issues, following a sudden breakdown or deterioration of their personal circumstances.
2. Individuals living alone with little or no social support network.
3. Individuals who are the main carer for their spouse or relative, which has resulted in themselves becoming isolated.
4. Individuals who have a support network, but due to physical or low level mental health issues – for example; anxiety or mild depression – can be defined as socially isolated.
5. Individuals who enjoy minimal social interaction from cleaners, carers and other service providers will NOT automatically be excluded from befriending.

Individuals who may not be suitable for our service

- Individuals with moderate to severe mental health problems are considered to require more specialist supported Befriending than WNB is able to currently offer.
- Individuals with any form of Short-term memory loss/dementia is considered unsuitable for Befriending
- Any changes to mental health status of active clients may make individuals unsuitable to remain within WNB and may need to be signposted to a more relevant service.
- Due to limited resources, WNB is unable to offer befriending to those residing in Residential or Nursing Homes.

Notes on the Referral Process

- Referrals will only be accepted from Social and Care Professionals and other Voluntary Organisations. In a rare occasion we except self-referals.
- Each referral will be individually assessed - a referral will not automatically result in a service being offered.
- Any liaison intervention, following initial assessment, will contribute to the assessment process itself.
- The average length of befriending will normally be between three and up to a twelve months period, depending on the individual assessed needs of the client.

Please note: - In the future referrals may be taken from people who have met the criteria for direct payments.
Referral & Assessment process:

1. Formal referrals need to be in writing (referral forms available from the office). Advice to the appropriateness of the referral can be given over the phone.
2. A letter is sent out to the potential service user indicating when they can expect to receive an assessment visit from the Manager/Development worker (usually within a four week period but may be longer depending on capacity)
3. Once an assessment appointment is available the service user is contacted by phone to make a mutually convenient appointment.
4. Following the initial assessment if a second appointment is necessary this will be made within a 2 week time frame.
5. Once the assessment is complete the service user is given an indication of when the befriender will be introduced to them.
6. If a service user is particularly isolated or there is a delay, they will receive visits from a liaison volunteer until such time as a befriender is found.

Please note

Individuals who live in sheltered housing will be assessed upon individual merit.

Review process

- Clients accepted for befriending will be reviewed after a three month period. The purpose being to:-
  - Check that the befriending match is suitable.
  - To review outcomes set at assessment.
  - Ensure the client’s needs are still relevant and appropriate.
  - The further length of befriending will be determined as appropriate.
  - Please be aware at this point it may be necessary to withdraw the service.

- Where insurmountable difficulties are identified at any time during the Befriending agreement, the Manager reserves the right to withdraw the service.
- The Manager has the right at any time to review a situation where concerns have been raised – it may be the end of a client/befriender relationship if thought appropriate.
- Waiting lists – If a client is on the waiting list for over a 12 month period and no suitable befriender found then their name will be removed from the waiting list and they will be signposted to any other relevant help.
7.3- Continual Service Improvement

- A regular audit of the Trustee Board should be undertaken to ensure that any gaps in the Trustees skill mix are addressed promptly and appropriately.
- Regular reviews of the strategic plan should take place.
- New Trustees should undertake an induction process, training and ongoing support.
- Befrienders and Client Feedback is collected.

8. Monitoring & Evaluation

We collect the following types of quantitative information:-

- Equal opportunities data.
- Number of referrals + referral type.
- Number of befrienders recruited.
- Number of client/befriender matches formed.
- Number of inappropriate referrals.
- Number + type of training provided.
- Attendees at Support meetings and Training sessions.

Qualitative methods used are:-

- Outcomes achieved.
- Outcomes reviews.
- Befriender/client stories.
- Questionnaires.
- One to one reviews.
- 2 Independent reviews (2004 & 2007)