

Ffrind i Mi/Friend of Mine

Volunteer Service Specification



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1. Introduction

Everyone, at some time in their life, has felt alone, vulnerable or wished that they had more company. Isolation or feeling lonely can affect anyone at any age and at any time. For example, after the loss of a loved one, on leaving active service, retiring, or moving away.

People cope with life events in different ways. Some people find going out and spending time in the company of friends really helps. For others, having someone visit them at home makes such a big difference. But sometimes, people may not like to ask or do not know who to ask for support or advice.

Ffrind i mi (or Friend of mine) is a new initiative that Aneurin Bevan University Health Board and its partners are working on to try and make sure that anyone who feels lonely or isolated are supported to reconnect with their communities.

2. What is Befriending?

Befriending is an intervention that is being widely used to address the 'human-to-human' support needs of vulnerable people. It can offer vital support during pivotal or transitional periods in a person's life including, leaving hospital after an illness or periods of mental or physical ill-health, including long term conditions. For people receiving befriending, the social and emotional support they receive from a befriender can often lead to significant and lasting improvements in their emotional health, well-being and quality of life (Directors of Adult Social Services (ADASS)).

Befriending is an activity which involves the development of relationships in which one individual, usually a trained volunteer gives time to provide informal support and encouragement to another, often over a long period of time. Befriending relationships are based on trust, confidentiality and mutual involvement whereby both the volunteer befriender and service user gain from the relationships formed over time.

Befriending is a support mechanism that can help to reach out to those most at risk of social isolation within our communities. Whilst there are those that choose to live a solitary life and may not consider themselves to be lonely, there are many people who live in objective isolation that fall under the radar of local health and social care systems, only presenting themselves when their mental or physical health deteriorates and statutory support is required

This Service Specification supports Aneurin Bevan University Health Boards Volunteering Policy (available on request and on the Ffrind i Mi website www.ffrindimi.co.uk)

3. Meeting the Needs of Individuals

Befriending programmes are wide reaching, spanning all ages at different stages of people's lives. Many people from diverse backgrounds engage with befriending schemes and often they are people who find themselves disadvantaged, socially isolated or unable to participate or cope with daily activities. The barriers faced by many vulnerable people, including disability, ill-health or advancing years can

often impact significantly on a person's quality of life resulting in sustained periods of social isolation and poor emotional and physical health.

Because befriending services are personal, sensitive and flexible to a person's individual needs, they can take on a range of forms in response to different needs. The types of befriending Ffrind i mi volunteers will offer are identified below.

4. Types of Befriending

The Ffrind i Mi befriending service aims to support a number of befriending activities. These will include:

- **Telephone Befriending**

This model will be used to provide regular one-to-one or social group support to a service user or group of users in their own home via a telephone link. It will be facilitated by volunteers and delivered from either an office of ABUHB as the host, or its partners' offices or the volunteer's home (with appropriate reimbursement). Telephone befriending will be the model used a) if this is what an individual requests or b) to overcome barriers of geographical limitations, in particular when the provision of face to face support is difficult due to the rural or remote environment in which a potential individual lives.

- **Group Befriending**

This model will provide individuals with a shared interest the opportunity to meet with one another on a regular basis in an informal and friendly environment. Group befriending will provide opportunities to exchange information and share worries with others who have a shared understanding and can offer solutions based on their own experiences. Group befriending will be facilitated by trained staff and volunteers and will take place at agreed intervals based on identified need. Ffrind i mi volunteers will, in the main support existing social groups.

- **Intergenerational**

This model will be used to bring older and younger people together to share a two-way learning experience by building trust and respect between generations. Intergenerational activities support the Older Persons Commissioners intergenerational befriending recommendations and can often create opportunities for older members of a community to remain physically active and emotionally stimulated through active participation. This model is becoming more widely used by organisations to promote well-being and aid the sense of purpose for older people. Plans are in place to engage police cadets and college students as Ffrind i mi volunteers.

- **1:1 Befriending**

Volunteer befrienders will visit individuals for at least an hour a week and talk to them on a one-to-one basis doing activities of the individual's choice. This may include things like reading to them, walking their dog, accompanying them to access community activities etc. Most of our volunteers will be working elsewhere i.e. in full time jobs, and the matching processes will be developed to ensure

optimum social intervention that will suit both the volunteer and the individual. Nothing is prohibited providing the activity is safe and legal.

5. Aims

The Ffrind i Mi service will provide a team of trained, managed and supported volunteers to engage specifically with individuals over the age of 18 and internal/external staff to deliver a befriending service for people who are lonely or socially isolated. This service aims to support already existing services available across the ABUHB geographical area. The aim is to alleviate people's feelings of loneliness and isolation and provide the opportunity for them to participate in social activity within their own communities. This will be achieved through selecting, matching and training volunteers so they can provide and facilitate the following services within the community in consultation with the wider community support groups and Community Connectors. This may include:

- one to one befriending
- a book reading service
- telephone contact
- dog walking
- group activities in community venues
- developing resources in partnership to support the discharge process for older people leaving hospital
- develop emerging person centered services that meet the continuing social needs of people

All of the above will be carried out under the guidance of the ABUHB staff and reviewed and adapted on a regular basis as required. This will demonstrate how volunteers can support professionals to improve social inclusion.

Ffrind i mi will also build the capacity of the volunteers and equip them to be better prepared to enter the labour market. This will be achieved by offering accredited and non accredited training, work experience in a number of settings (including the hospital setting), the opportunity to carry out varying roles and the opportunity to obtain up to date references. They will also benefit from social interaction with other volunteers, individuals, families, Community Connectors, project, ABUHB and partnership staff to help increase their confidence.

The Ffrind i mi project staff will be responsible for engaging and inducting suitable volunteers in line with ABUHB Volunteering Policies. The project staff will hold regular meetings with both volunteers and regularly report on the progress of the project. Individuals, carers and their families will be consulted regularly so that the activities offered can meet their needs. Project delivery and governance will also be supported by a multi agency steering group.

6. Objectives

The Ffrind i mi befriending services aim to help people participate in their community by:

- using existing local services and facilities

- creating a new social link
- developing wider social networks
- meeting like-minded people through clubs and groups
- meeting people with similar needs and supporting each other
- changing social attitudes so that users become accepted and valued as full members of the community in their own right

7. Outputs, Outcomes and Impact

The Ffrind i mi outputs are those results which are achieved immediately after implementing the initiation of the service. The outcomes are considered as mid-term results. They will not be seen immediately after the end of the project activity but after some time, when we see some change at the ground level because of the Ffrind i mi activity. The Ffrind i Mi outcomes form can be found at **appendix 1**.

The Ffrind i mi project impact will be a long-term result and it may not be achievable even during the life cycle of the project. For example, if the community has achieved its goal of securing more befrienders, then this will be an impact created by the project though it is usually seen after several years.

Taken from the Campaign to End Loneliness Measurement Tool, (as cited in *Measuring Your Impact on Loneliness in Later Life*) the questions recipients of the service will be asked on the **second** visit and an agreed point in time once the support commences:

- I am content with my friendships and relationships
- I have enough people I feel comfortable asking for help at any time
- My relationships are as satisfying as I would want them to be

Additionally, recipients will be asked:

- Do you currently belong to any clubs, groups or enjoy any hobbies?
- Are there any clubs, groups or hobbies you would access if you were able to or if they were available?

Asking these questions at the start of support and at a set point in time following support will enable

Ffrind i Mi- outputs, outcomes and impact

Output	Outcome and Impact		
	Short Term	Medium Term	Long Term Ultimate Impact
<p>Engagement- Hold engagement workshops for public and staff</p> <p>Governance- Establish multi agency Project Board and reporting arrangements</p> <p>Funding- secure funding to develop service</p> <p>Communication- Meetings with Stakeholders. Hold Public Launch. Engage with NCN's, partners, Media/press release</p> <p>Information- Develop Public Information Leaflet and Ffrind i mi website</p> <p>Service Specification- develop Service Specification for Ffrind i mi volunteers and agree</p>	<p>Learning</p> <p>Awareness- Better awareness about loneliness and social isolation across communities</p> <p>Attitude- more people willing to support the social inclusion agenda across communities.</p> <p>Skills- volunteers are trained to undertake befriending role. Gain new skills and knowledge – this could be greater access to work and training opportunities</p> <p>Aspirations- social inclusion/social prescribing and Ffrind i mi included as well-being objectives in partner plans</p> <p>Motivations- individuals are encouraged /supported to</p>	<p>Action</p> <p>Behaviour- staff and wider community embrace need to promote social inclusion and are active in local engagement events. Individuals affected by loneliness and isolation feel able to discuss this.</p> <p>Practice- consideration of social isolation and loneliness in assessments. Improved networks of support</p> <p>Decision Making- partnership agreement on scope of befriending services across NCN's which informs commissioning, needs assessment, alignment with existing social support services, befriending and social support included in NCN plans</p> <p>Policies- agreed service specification, volunteer policies</p>	<p>Conditions</p> <p>Social- more people at risk of loneliness and isolation as supported. Continued or increased independent living Increased inclusion in the community / reduced social isolation.</p> <p>Well Being- Improved well-being and general quality of life. Reduced depression. Greater ability to manage own lives. Maintenance and improved physical and mental health Early intervention means less dependency. Improved routine, greater sense of purpose</p> <p>Economic- an expanded volunteering team offers social support/less reliance on statutory services. More use of own expertise and own resources. Befriending as a whole family approach. Retain or regain the</p>

<p>Code of Conduct- develop Code of Conduct for volunteers and agree with organisation/partners</p> <p>Training- Train volunteers</p> <p>Supervision- establish supervision systems</p> <p>Action Plan- to ensure Ffrind I mi activity is prioritised</p>	<p>engage with their local communities and networks, Staff are better able and motivated to consider loneliness and isolation in contacts with individuals and families</p>	<p>and protocols, Code of Conduct for volunteers, information sharing</p> <p>Social Action- Ffrind I Mi service links with all social inclusion groups. Better signposting to support services. Greater determining of own outcomes. People Staying healthy and actively involved in communities for longer</p>	<p>benefits of community membership or gaining employment and making a positive contribution to the communities they live in</p> <p>Civic- communities support more people/families locally. Improved relationships and increased resilience.</p> <p>Environmental- more people supported at home with better connect to their local communities. Provision of information leading to better access to universal services</p>
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8. Principle Functions

The Ffrind i Mi volunteers will:

- Support people over the age of 18 who may be isolated within the community due to health, disability or personal circumstances.
- Provide social contact, activities and opportunities which support people to become more involved within their community by helping them to build and maintain friendships, confidence and self- esteem.
- Examples include: 1-1 meetings with individuals, telephone discussions, social activities within the local community, dog walking, assisting with group activities, accompanying people on walks etc.
- Where volunteers have agreed to be signposted to other befriending services, this will be agreed by the Ffrind i mi management team, volunteer and existing befriending service.

9. Duties and Responsibilities

- To establish and build a positive relationship
- To visit/contact an identified person at a mutually agreed time and place and engage in meaningful activities as identified with the individual.
- To assist individuals on public transport to get to activities
- To signpost individuals to external agencies as appropriate
- To promote and actively participate in digital inclusion activities
- To promote health and wellbeing when carrying out activities using the strength based approach
- To provide a regular commitment of time and provide as much notice as possible for any absence
- To provide regular updates of your volunteering activity during your 1-1 sessions with the Divisional Nurse
- Share 'good news' stories
- To always adhere to the lone worker policy and buddy systems
- To attend training relevant to the befriending role
- To observe organisational policies and procedures and escalate concerns
- To attend supervision/peer support as required
- To report any concerns regarding an individual to the Divisional Nurse for Primary Care

10. Person Specification

The person must be willing to do the following:

- To give a minimum of **1 hour per week** to be able to carry out the Ffrind i Mi role
- To learn new skills
- To work with adult individuals of all ages in their homes within the local community
- To learn how to meet the needs of people
- To support individuals on public transport where possible
- Understanding of the importance of confidentiality & following procedures

The Ffrind i Mi volunteer will:

- To be positive, friendly and understanding and have a 'can do' attitude
- Able to maintain boundaries
- Demonstrate a caring nature
- Be non-judgemental
- Be respectful
- Possess good listening and communication skills
- Be reliable and punctual
- Maintain confidentiality
- Be willing to undertake training
- Be able to work as part of a team

11. Volunteer Support

• Induction

Induction will commence 1 week before the volunteer takes up post. The induction will include:

- Information about the organisation
- Information about the Ffrind i mi service - background of scheme, client group, structure and management
- Volunteer role and responsibilities which will include role description, expectations of volunteers, code of conduct, boundaries etc.
- Policies and procedures - volunteers will be provided with the relevant policies and procedures
- Support and supervision - volunteers will be advised of who they will report to, how often supervision will take place, training, how to claim expenses etc.
- Health and Safety - which will include personal safety
- Introduction to staff members/other volunteers

• Training

Ffrind i Mi volunteers will be provided with a training programme. Training will include:

- Lone working
- Escalating concerns
- Protection of Vulnerable Adults
- Maintaining boundaries
- Dementia Friends
- Welsh Language Active Offer
- Equality and Diversity
- Deprivation of Liberties Safeguards (DoLS)
- Communication

• Support and Supervision

Volunteers will be offered 1:1 supervision on a 6 weekly basis and group supervision every 2 months. Volunteers are able to contact the Divisional Nurse and/or lead nurse at any time in between arranged supervision.

There will be regular communication with all Ffrind i mi volunteers include by telephone, email and newsletters.

Supervision will enable the Ffrind i mi team/volunteers to:

- Monitor and evaluate duties and performance
- Improve confidence in the role
- Recognise and deal with issues
- Identify training needs
- Provide a framework for agreement on change
- Provide a framework for discussion about the role and responsibilities
- Provide a framework to share perceptions on how the work is progressing and identify what is going well and what may need to change
- Consider the outcomes, outputs and impacts of the service

- **Travel Expenses**

Volunteer travel expenses will be reimbursed on receipt of a valid claim form (**see appendix 2**).

12. Recruiting Volunteers

Volunteers will be recruited in accordance with ABUHB's Volunteering Policy. We will consider all applications for volunteering and based on feedback, will afford specific focus on the recruitment of:

- Veterans
- Retired police
- Older people
- Retired NHS/Civil Service staff
- Police Cadets
- College students
- Employed staff

13. Referral Process

A referral form has been developed that provides demographic information and an individuals' interests. **See appendix 3**. Where appropriate (i.e where there are appropriate existing support services in place), individuals may be referred to other services with their consent.

The referrer will be responsible for identifying any potential risks and informing the Ffrind i mi team via a record on the referral form. All initial visits will be made in pairs.

14. Matching Process

A good match between the volunteer and the client is likely to lead to an appropriate befriending relationship and will be more likely to have positive outcomes.

The matching process will take into account information gathered at the referral stage and through meetings with the client and volunteer. The issues that will be taken into account when matching volunteers and clients will include:

- Individuals expressed interests/hobbies
- Volunteers expressed interests/hobbies
- Aims of the Ffrind i mi service
- Any choice preferences e.g. male, female, age
- Skills and experience of the volunteer
- Availability of befrienders
- Locality

15. Individual Assessment

The referrer will be responsible for undertaking an individual assessment of social need and befriending support required. Volunteers will be selected/matched and provide befriending support based on the information received. This will be reviewed following the volunteers initial visit.

16. Risk Assessment

The aim of risk management is to control and minimise risk and its impact as far as possible. It is essential to carry out a risk assessment before commencing the scheme to protect clients, volunteers and the organisation. The risk assessment process will therefore involve four key steps and will be compliant with ABUHB's Volunteering Policy and Lone Working Protocols:

- *Identify the risks* for those involved in befriending and these will include lone working, working with vulnerable groups, abuse from either party, personal injury, travelling at night, stressful circumstances and breach of confidentiality.
- *Evaluate the risks* according to the likelihood of the risk occurring and the consequence of the risk.
- *Manage/control the risk* by identifying and implementing measures for reducing the risk. Measures to manage risk will include DBS checks, references, good recruitment and selection processes, support and supervision procedures, insurance and policies such as confidentiality and code of conduct.
- *Regularly review* the risk assessment. All information will be recorded and regularly reviewed and will include an updated risk assessment. Risk assessments will be reviewed at least once a month and when changes take place within the Ffrind i mi scheme e.g. new tasks, new volunteers/clients, new venues etc.
- *Implement a Buddy System* to support lone working and health and safety.

Note: Please refer to ABUHB's Volunteering Policy for more information on risk management.

17. 'Do's and Dont's' of Volunteering

Do:

- Be prepared to listen and let the person talk
- Observe confidentiality at all time
- Let the volunteer co-ordinator know if you have to cancel a visit
- Try to keep to set days and times unless discussed and agreed with the volunteer co-ordinator/client
- Inform the Divisional Nurse/volunteer co-ordinator of any concerns or incidents such as behaviours or deteriorating health
- Respect the client as an individual

Don't's:

- Administer medication
- Undertake any form of personal care
- Lift or move heavy objects
- Become involved in family disputes or personal affairs
- Enforce your own religious, political views etc. on a person
- Give your personal number/contact details
- Accept money or gifts from clients

18. First Meeting

The referrer (if they know the individual) or the Ffrind i mi Volunteer Co-ordinator should always be present at the first meeting to make introductions, discuss practical issues around the befriending relationship, answer any questions and to set a date and time for the next visit.

Areas for discussion may include; the purpose of the relationship, role of the volunteer, expectations, times, days and duration of visits, procedures to follow if volunteer/client cannot attend a scheduled visit, confidentiality and boundaries.

After the meeting, the referrer or Volunteer Co-ordinator will make a follow up call to both the client and volunteer to discuss how the introduction went. If either the client or volunteer are not happy with the match and are not willing to meet again, this will be handled with extreme sensitivity.

The Volunteer Co-ordinator will provide extra support for the client and volunteer in the first few weeks of being introduced as both get to know one another. Regular contact by email, telephone or in person will be made.

19. Ending the Relationship

Befriending relationships can come to an end for many reasons. It may be that the relationship was for a fixed period of time or that both volunteer and client have reached a mutual agreement to end the relationship. In other cases endings may be one-sided and sudden; the relationship may break down for personal reasons or as a result of ill health or even death.

Important points to consider:

- Where issues or problems arise, the Volunteer Co-ordinator will act promptly to see if the issues can be resolved; it may be that more support is needed for the volunteer, a short break or a different time/day for visits.
- Regular communication and ongoing support for clients will ensure that any problems are identified and dealt with as early as possible.
- If a relationship does break down this will be communicated sensitively to both parties. The referral agent will also be informed.
- Discussion on the successful elements and achievements of the relationship will be held.
- There will be consideration of another match for the volunteer and/or befriending client, if appropriate.
- An exit interview and questionnaire for both client and volunteer will be undertaken. These will include questions around reasons for leaving the scheme, whether the scheme met original expectations, positive aspects, negative aspects, support given etc. (please refer to ABUHB's Volunteering Policy for further information)

20. Monitoring and Evaluation

Monitoring of activity will be undertaken by the Ffrind i mi operational leads on a weekly basis. The Ffrind i mi Partnership Board will receive reports every two months. Progress on the Ffrind i mi initiative will be reported through ABUHB's Patient Experience Committee and through partners own internal committees.

Monitoring information will include:

- Number of referrals to the Ffrind i mi scheme
- Number of volunteers recruited
- Number of training sessions delivered for volunteers
- Number of befriending matches
- Number of hours of befriending delivered each week/month
- Equality/diversity monitoring
- Feedback from service users, volunteers and referral agents

An annual evaluation of the service will be undertaken and reported through agreed committees and to the Health Technology Challenge (Wales) Scheme. Evaluation will include using the outcome information and other information gathered to make judgements about the Ffrind i mi service and its outcomes and will include:

- Whether the service has been successful in achieving its objectives
- Whether there have been any unexpected outcomes
- The impact of the scheme
- Does the evidence indicate that there is still a need for the service, or even a need for expansion?
- Are more resources needed to deliver the service?

21. **Contacts**

For more information on this Service Specification please contact the Ffrind i mi team on:



01495 241257



Ffrindimi.abb@wales.nhs.uk

For more information or to keep up to date with Ffrind i mi activity please visit:



www.ffrindimi.co.uk



@FfrindIMi



Ffrind i Mi - Learning More about You and Measuring Impact

Name:

Date first visited:

Today's Date:

We would like to ask you a few questions to enable us to measure how helpful our service is to you. You can choose to answer all or none of the questions. Answering these questions will not affect your access to this service.

The following tips may help you answer the questions:

- There are no right or wrong answers
- We would like you to be completely honest
- In answering the questions it is best to think of your life as it generally is now (we all have good and bad days).

Please read the question and **circle** the word that best fits your answer.

1. I am content with my friendships and relationships				
Strongly disagree	Disagree	Neutral	Agree	Strongly agree
2. I have enough people I feel comfortable asking for help at any time				
Strongly disagree	Disagree	Neutral	Agree	Strongly agree
3. My relationships are as satisfying as I would want them to be				
Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Please answer the following two questions

4. Do you currently belong to any clubs, groups or enjoy any hobbies?
5. Are there any clubs, groups or hobbies you would access if you were able to or if they were available?

Aneurin Bevan University Health Board Volunteer Travelling Expenses Form

Name..... Ward/Department Hospital.....

Home address:..... Post code:.....

Date	Volunteering Activity	Journey from	Journey to	Mileage	Public transport fares £ p	Total

I declare that the information given on this claim form is true and correct to the best of my knowledge. I understand that action may be taken against me if I make an incorrect claim. I consent to the disclosure of relevant information on this form for the purposes of fraud prevention, detection and investigation.

Signature of Volunteer Date.....

Please attach all bus tickets

To be completed by authorising manager:

Total mileage

Total bus fares £

Total claim £

(see note overleaf) Cost Code:

Authorised by (name).....

Title.....

Signature.....

Date.....

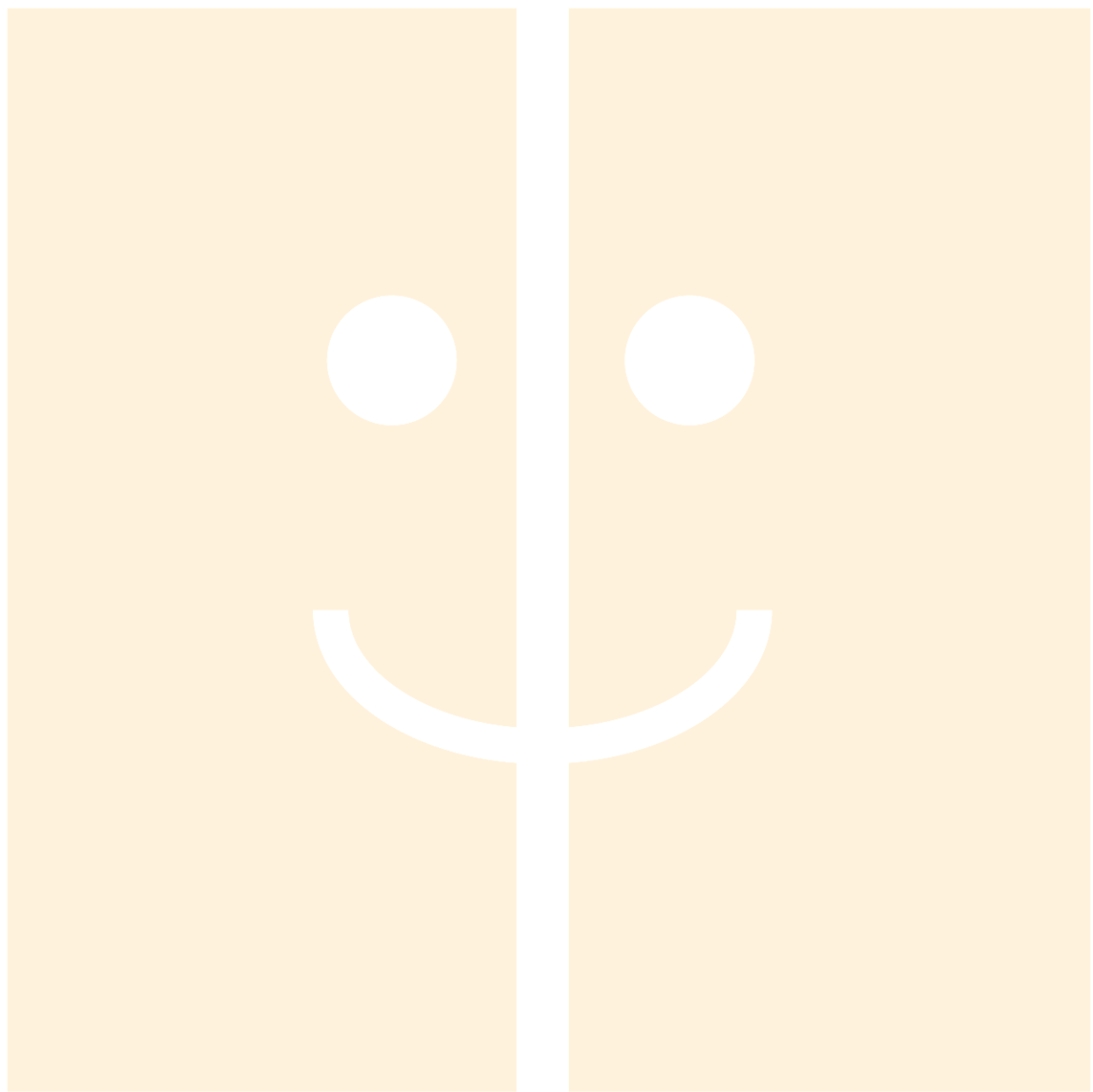


Ffrind i mi / Friend of mine Referral Form

Confidential

Please be aware that our volunteer befrienders are *unable* to provide any medical assessment, respite and personal care.

Section A				
Referrer Information:				
Referral Completed by		Referral Date		
Organisation		Contact Number for Referrer		
Any Other Services involved?				
Section B				
About the person you are referring:				
Title	Mr / Mrs / Ms / Miss / Dr / Prof / Rev Other:			
Name		Contact Number		
Address		DOB		
Postcode				
Email				
Hobbies & Interests				
Support Requested:	What help or support would you like?	✓	Preferred Day	Preferred Time
	Telephone call			
	Home Visit			
	Going out to Community Groups/Meetings			
	Dog Walking			
	Shopping			
	Gardening			
	Other: (please state) e.g. Reading books			
Hazards/Risks e.g. dogs/safeguarding				
Any Communication Needs? e.g. requires BSL/Welsh speaker				
Consent to be referred to other Organisations: YES / NO				
Completed forms to be sent to: Ffrind i mi, Llanarth House, Newbridge Gateway, Bridge Street, Newbridge, NP11 5GH				
Email: Ffrindimi.abb@wales.nhs.uk Contact: 01495 241257				



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