Bonding

Facilitating intergenerational solidarity and learning through building friendships between youngsters and elderly

Module I

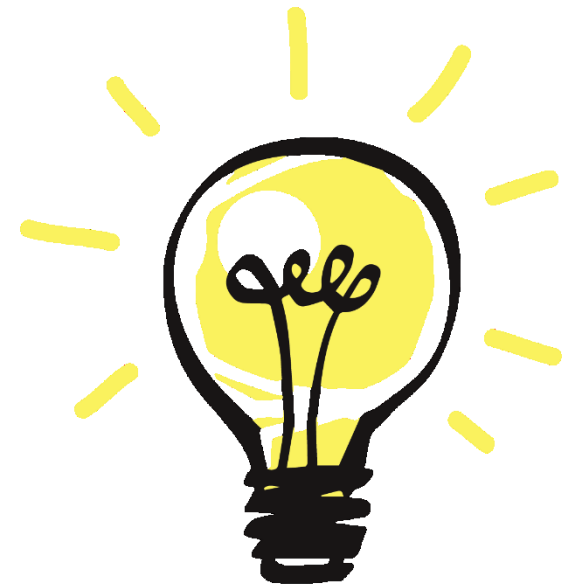# 1. Setting up the befriending service

1. Models of befriending

2. Types of befriending services

3. Target groups

4. Frequency & Length

5. Values and principles of befriending services

6. Organisational responsibilities and tasks

7. Development of policies and procedures

8. Funding of the service

9. Advertising the service
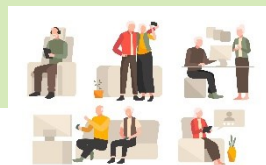
a) Face to Face One to One Befriending

Face to face befriending services often involve matched befriender and befriendee meeting for a cup of tea and a chat, for an hour or two, usually on a weekly basis either at the befrindee's home or in the community (Befriending Networks, 2021).

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Face to Face Befriending

Distance befriending

Group befriending

Peer support

Note: You can add as many tabs as you want. See example: https://bit.ly/3wP5bqH
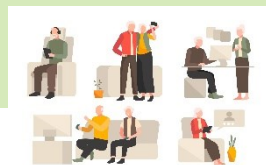
b) Distance Befriending

"Whilst traditional befriending has generally been one-to-one face-to-face there are many other models which are just as popular, particularly when traditional befriending is not possible. Many befriending services now offer blended models incorporating several types of activity to reach a wider audience. Distance befriending takes the form of a regular conversation with an isolated person through telephone, use of digital platforms such as Zoom, instant messaging e.g. texts or WhatsApp, email or post. The length and frequency of such contact varies" (Befriending networks, 2021, p. 7).

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Face to Face Befriending | Distance befriending | Group befriending | Peer support

Note: You can add as many tabs as you want. See example: https://bit.ly/3wP5bqH

c) Group Befriending

Group befriending usually involves some activity for the befrienders where they can learn skill and practice activities (Befriending networks, 2021).

The examples of activities could involve:

- Crafts

- Walking

- Cooking

- Playing chess

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| Face to Face Befriending | Distance befriending | Group befriending | Peer support |

Note: You can add as many tabs as you want. See example: https://bit.ly/3wP5bqH

d) Peer support

"Peer support can be an element of any or all of the three models outlined above. It simply means that there is some characteristic or life experience that the befriender and the befriendee share.

For example: mental illness or organ transplant. Befrienders who have themselves experienced these conditions may be better placed to understand what the befriendee is going through and to enable them to talk about it as desired" (Befriending networks, 2021, p.8).
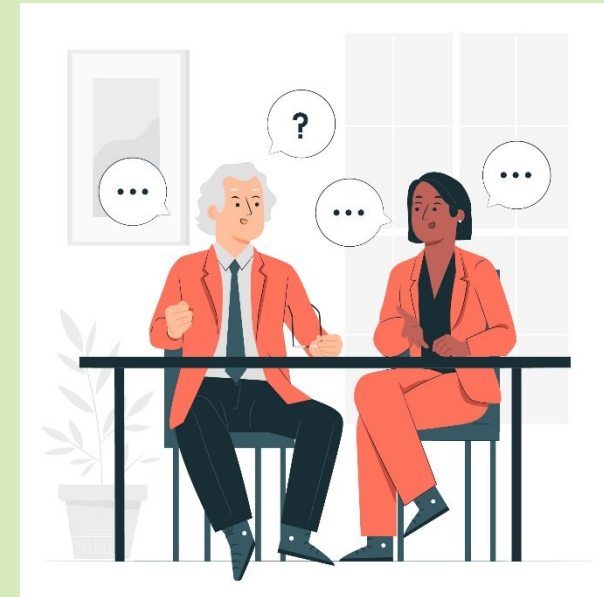
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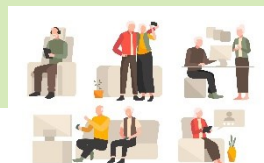
Face to Face Befriending

Distance befriending

Group befriending

Peer support
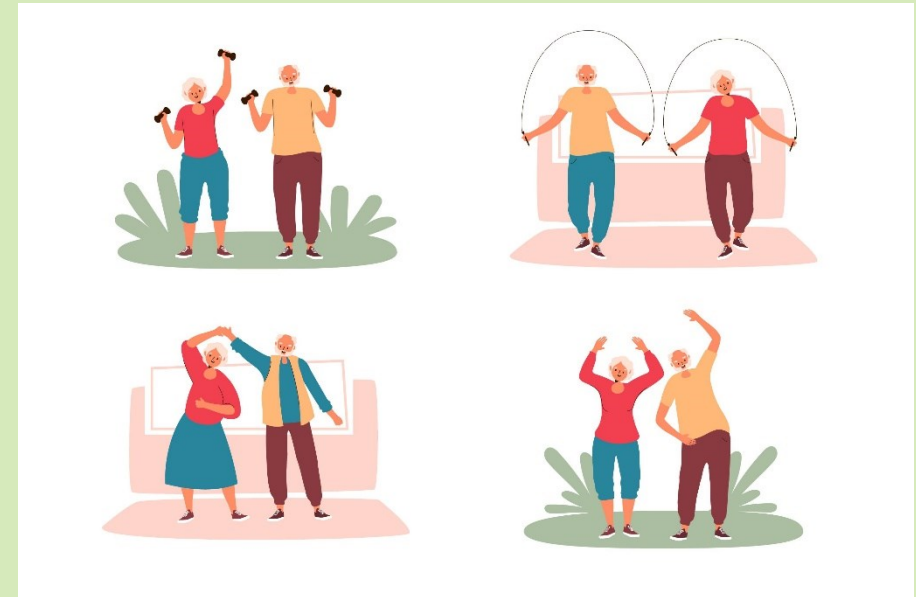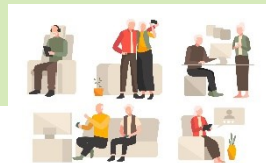
Note: *You can add as many tabs as you want. See example: https://bit.ly/3wP5bqH*

Advantages of the befriending services

a) Face to Face Befriending	b) Distance Befriending	c) Group Befriending
• It feels more personal in getting to know someone	• It allows them to provide a service to people to people who may be geographically distant from the organisation and from befrienders, such as a rural setting	• It allows them to engage volunteers who might not be able to undertake a one-to-one role, such as school-age volunteers
• There may be visual prompts in the person's home for conversations e.g. photos, pets	• It allows them to provide a service to people who lack the confidence to meet a befriender face-to-face	• It enables befriendees to meet other befriendees
• It's easier to read someone's body language when you can see the whole person and pick up clues as to their wellbeing	• It allows them to provide a service to people whose caring responsibilities may make it unfeasible for them to leave the house	• It allows a wider sharing of skills and interests among a bigger group of people
• Opportunity for wider range of activities such as walks, board games or sharing hobbies	• It allows them to offer a befriending role to volunteers with mobility problems who would otherwise be denied this possibility	• It allows organisations to invite experts and practitioners to visit the group and for both befrienders and befriendees alike to gain new knowledge, skills and insights

(Befriending Networks, 2021, p. 9)

Advantages of befriending services

Cards – Front Side

Face to face befriending   *Distant befriending*   *Group befriending*   *Peer support*
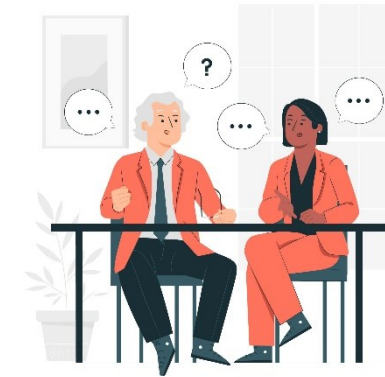
Cards – Back Side

| • It's easier to read someone's body language when you can see the whole person and pick up clues as to their wellbeing | • It allows them to provide a service to people to people who may be geographically distant from the organisation and from befrienders, such as a rural setting | • It enables befriendees to meet other befriendees | • Share similar interests, hobbies or experiences with someone |

Example: https://bit.ly/3wPIse2

"There are several different types of Befriending Services for elderly, so you will need to decide which type of service/s your group is offering. The next slide provides a summary of some of the most common types – you can discuss and tick which you intend to provide at your current stage of development. Remember the services you offer may vary depending on whether you are in an urban or rural area, what resources and skills you have, what needs you are dealing with and the capacity and maturity of your organization" (ALONE Helping older people in need, 2014, p. 8).

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2. Types of befriending services

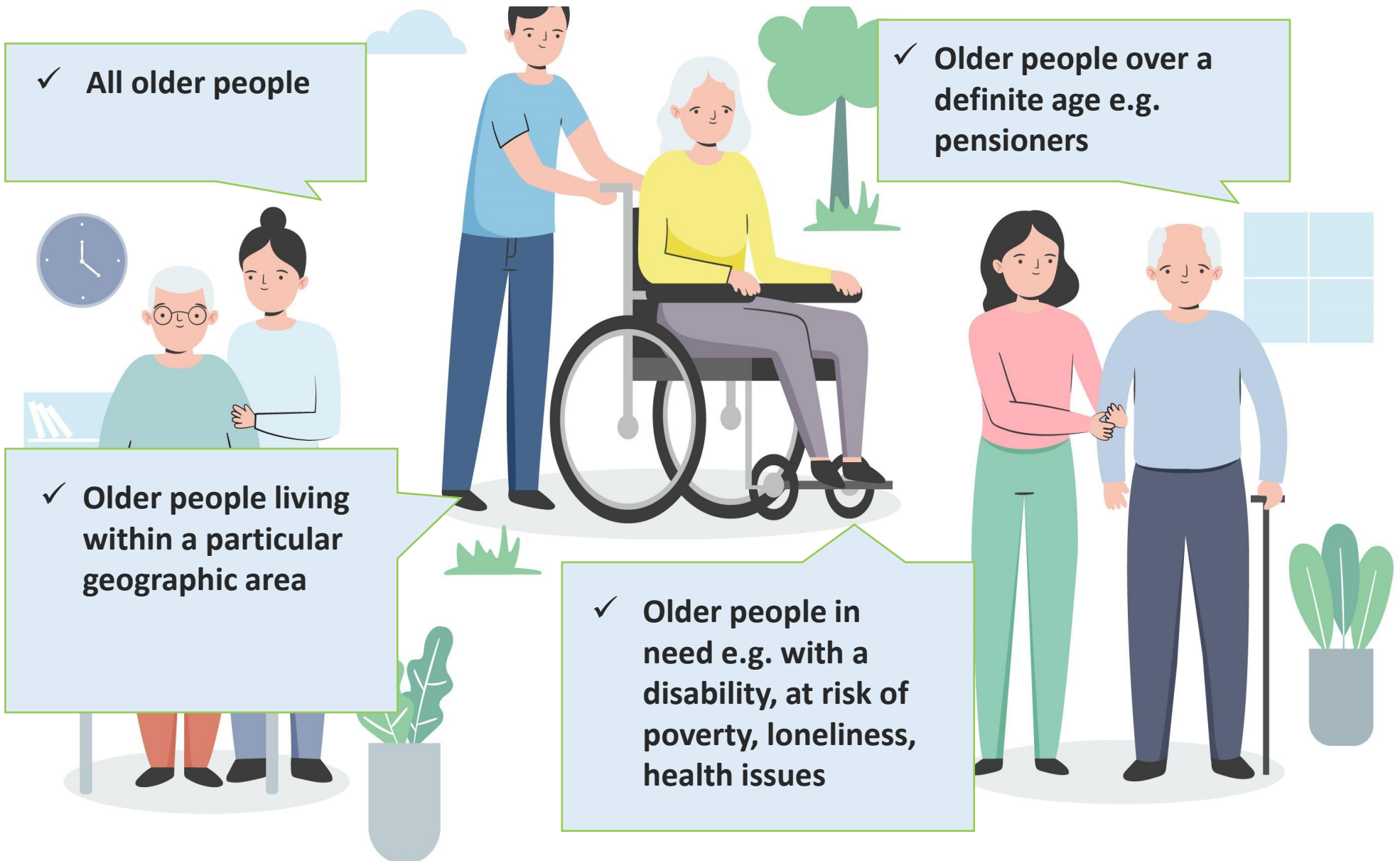| Type	Action	Select - X
Befriending Visits	The older person is visited in their home by a Volunteer e.g. once a week or once a fortnight for about 1 hours. The Volunteer may also offer practical supports e.g. shopping and supporting the older person to join other activities and groups.	
Buddying/ Appointment Accompanying	The Volunteer may bring the older person out or accompany them on appointments e.g. to doctor, dentist, social welfare, post office etc.	
Befriending Telephone Calls	The older person receives a regular telephone call from a Volunteer to check in. This service also be complimented by an occasional visit	
Befriending in Nursing Homes, Hospitals or Respite Care	Volunteers visit older people in Nursing Homes, Hospitals or Respite Care who rarely have other visitors.	
Group Befriending Care and Repair	Social events are organised for groups of Older People e.g. coffee mornings, bridge, outings etc. The older person can avail of a free specialised service for small jobs and repairs in their home.	
Advocacy	The older person is supported to ensure they get social services they need e.g. social welfare, housing, health. This often requires more specialised skill on the part of the Volunteer or Staff member	

(ALONE Helping older people in need, 2014, p. 9)

Your service may be very general or aimed at a specific target group. The need to define your target group may emerge only as you get to know the demand. Different types of target groups.

✓ **All older people**

✓ **Older people over a definite age e.g. pensioners**

✓ **Older people living within a particular geographic area**

✓ **Older people in need e.g. with a disability, at risk of poverty, loneliness, health issues**

Example: https://bit.ly/3wPIL8G

4. Frequency & Length

Usually, the organisations asks volunteers to be part of befriending services in a duration of 6 months by meeting with their menthee on a weekly basis for few hours during the day in a pre-scheduled time that suits both.

Besides, volunteers can choose if they want to be involved more in the befriending services, optionally. Volunteers are also supervised from the organization usually on a 3 months or even after 6 weeks.

There can be also organized specific training to prepare the volunteers or for further supervision, if there is a need from the volunteers and funding opportunities for organisation (Shetland Befriending Scheme, 2022).

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The main values and principles can be decided between the management team. Some values and principles for establishing a befriending service can be:

- ✓ **Community**

- ✓ **Service**

- ✓ **Commitment**

- ✓ **Transparency**

- ✓ **Companionship**

- ✓ **Caring**

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Mission statement

"Now that you are clear about what services you want to offer, your target group and your ethos, you are ready to develop a Mission Statement which is a short sentence which explains clearly and simply the purpose of your organisation and what you do.

Example of Mission Statements X supports older people in need through long term housing, befriending, community response and campaigning services. X Befriending Service is an organisation offering one-to-one companionship and support to older people living in the X area who are socially isolated. Now try your own Mission Statement using not more than 25 words" (ALONE Helping older people in need, 2014, p. 12).

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Befriending services should be coordinated accordingly and usually involve more planning beforehand. It is crucial to develop a model of service which will include all of stages of research and planning required (Befriending networks, 2021).

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KEY QUESTIONS before setting a befriending service:

• Why are you setting a befriending service?

• For which target groups will be the befriending service?

• What services will you provide?

• Why should people get involved?

(Befriending networks, 2021)

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Before setting a befriending service, it is crucial to have a clean structure for the team and the responsibilities (Befriending networks, 2021).

The preliminary stages contain:

- Research

- Planning

- Setting structure

- Securing funding

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"Ensuring that all mandatory and basic best practice policies are in place including:

- **Data-protection** policy to ensure that you have permission to collect and keep information from older people and volunteers, and that it is safely stored in a way specified by respective national and EU Data Protection legislation

- **Code of conduct**

- **Confidentiality policy**

- **Health and Safety"**

(ALONE Helping older people in need, 2014, p. 13)

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"The Eight Rules of Data Protection are:

 1. **Obtain and process information fairly**

2. **Keep it only for one or more specified, explicit and lawful purposes**

3. **Use and disclose it only in ways compatible with these purposes**

4. **Keep it safe and secure**

5. **Keep it accurate, complete and up-to-date**

6. **Ensure that it is adequate, relevant and not excessive**

7. **Retain it for no longer than is necessary for the purpose or purposes**

8. **Give a copy of his/her personal data to an individual, on request**"

(ALONE, 2014, TEMPLATE B - Data Protection and Confidentiality Policy)

Confidentiality includes protection of personal information and it is a crucial aspect for a befriending service. The staff and the volunteers are legally obligated to adhere the confidentiality of the older people who will be using the services (ALONE, 2014, TEMPLATE B - Data Protection and Confidentiality Policy).

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Sharing of Information with Third Parties (Inter-Agency Work) should be spoken beforehand with the older person which has the right to choose whether the information could be shared.

(ALONE, 2014, TEMPLATE B - Data Protection and Confidentiality Policy)
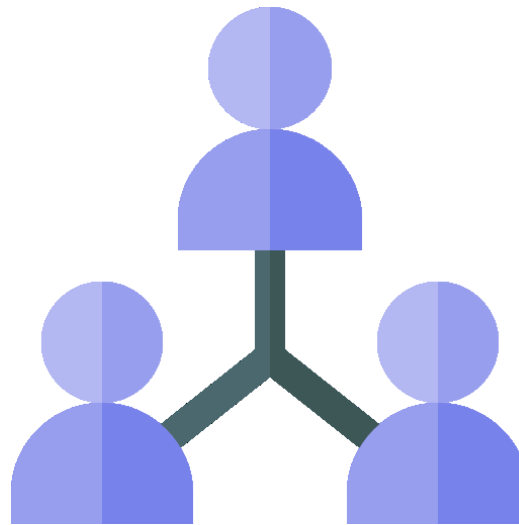
Designed by Fraticon

"In cases of a medical emergency or where an older person lacks the capacity to give consent to treatment the staff member will provide all relevant information to care providers and medical professionals. If an older person refuses consent to share information about their condition or treatment and it is still considered essential, relevant information should be disclosed to the appropriate person or authority" (ALONE, 2014, TEMPLATE B - Data Protection and Confidentiality Policy).

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"Funding sources for befriending services will vary widely, depending on the service user group, the location of the service, and whether the befriending service is stand-alone or part of a wider organisation. Services can apply for funding from a number of sources, from local authorities, Grants and trusts and separate donations and   events.

Fundraising and general income generation can take up a huge amount of time. It may be worth considering seeking volunteers who are prepared to assist with this or engaging the help of the Trustees of the organisation. Contacting established befriending services and constructing a budget based on their experience, will assist in providing funders with a proposal which is well researched and realistic" (Befriending networks, 2021, p. 15).

Designed by Freepik

The most important thing is to follow all the funding possible opportunities (Befriending networks, 2021).

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"Establishing good relationships with referral agencies and local organisations will assist in the smooth running of your befriending service. It is important to understand your local community and groups that are currently available. It is useful to form links with relevant agencies dependent upon your user group, such as the council, social prescribers, housing associations etc. for adults or schools, youth centres for children's services, as these will be sources of referrals for your service. Promoting your service through local press, local radio, social media and a website may help in embedding it in the consciousness of the community and therefore raising awareness in your target group directly. Think where will the people you are trying to target likely to be looking/reading" (Befriending networks, 2021, p. 10).

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Five tips to successful social media marketing:

✓ **Create a strategy in order to generate engagement**

✓ **Engagement (liking and responding to comments, live streaming, creating polls and quizzes, post content that starts)**

✓ **Create Engaging & Interesting Content (Newsworthiness, Media, Storytelling, Trends)**

✓ **Be Consistent (brand image, brand message, posting frequency, hashtags)**

Example: *https://bit.ly/3wPIL8G*

Designed by Freepik

Advantages of using leaflets for advertising:

✓ **Leaflets include a lot of information**

✓ **Can be easily readable especially for elderly people**

✓ **Target Specific Demographics of frail people**

✓ **Leaflets are cost effective**

✓ **Old people like the actual print**

(B&BPress, 2019)

Fill in the blank

Type the correct answers in the boxes

__Distance befriending__ takes the form of a regular conversation with an isolated person through telephone, use of digital platforms such as Zoom, instant messaging e.g. texts or WhatsApp, email or post.

__Group befriending__ enables befriendees to meet other befriendees.

With __face to face befriending__ it feels more personal in getting to know someone.

__Peer support__ can be an element of any or all of the three models outlined above. It simply means that there is some characteristic or life experience that the befriender and the befriendee share.

Drag and Drop

Instructions

Elements to Drag
(e.g. text boxes, images…)

Drop positions

| Befriending Visits | → | The older person is visited in their home by a Volunteer e.g. once a week or once a fortnight for about 1 hours. The Volunteer may also offer practical supports e.g. shopping and supporting the older person to join other activities and groups. |

| Buddying/ Appointment Accompanying | → | The Volunteer may bring the older person out or accompany them on appointments e.g. to doctor, dentist, social welfare, post office etc. |

| Befriending Telephone Calls | → | The older person receives a regular telephone call from a Volunteer to check in. This service also be complimented by an occasional visit. |

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| Advocacy | → | The older person is supported to ensure they get social services they need e.g. social welfare, housing, health. This often requires more specialised skill on the part of the Volunteer or Staff member. |

Word arrangement

Put words in the right arrangement
The Eight Rules of Data protection are:

information | Obtain | and | fairly | process

Right arrangement

explicit | Keep | one | it | word | lawful | more | purposes | only | for | or | and | specified

Right arrangement

disclose | and | it | compatible | with | purposes | Use | only | purposes | these | with | ways | in

Right arrangement

secure | it | Keep | safe | and

Right arrangement

Keep | up-to-date | complete | and | it | accurate,

Right arrangement

and | excessive | not | Ensure | it | is | adequate | that | relevant

Right arrangement

it | no | Retain | purposes | purpose | than | is | for | is | necessary | the | longer | or

Right arrangement

individual | a | copy | Give | of | his/ her | personal | to | an | on | request | data

Right arrangement

Note: *Word limit: 10 words* **Example:** *https://bit.ly/3qj16Zi*

Multiple Choice Questions

QUESTION 1: _____ is the protection of personal information and is an important aspect of our work.

Possible answer(s)	1. Data protection 2. Confidentality 3. Code of conduct 4. Health and safety
Correct answer(s)	e.g. 2
Response to correct answer(s)	e.g. Congratulations! Your answer is correct.
Response to wrong answer(s)	e.g. Not quite right. The correct answer is "2"

QUESTION 2: In cases of a medical emergency or where an older person lacks the capacity to give consent to treatment the staff member will provide all relevant information to care providers and medical professionals.

Possible answer(s)	1. True 2. False
Correct answer(s)	e.g. True
Response to correct answer(s)	e.g. Congratulations! Your answer is correct.
Response to wrong answer(s)	e.g. Not quite right. The correct answer is "1. True"

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CARDET

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