



Registered Charity 1179850

Befrienders Guide

August 2021



**The Queen's Award
for Voluntary Service**

The MBE for Charity Groups

Contents

Who is a Befriender?	2
A Befriender's Role:	2
Enhanced DBS	2
Constitution	2
Lone Worker Guide	3
Vulnerable Person Guide	3
Confidentiality Guide	3
Volunteer Drivers	3
Befriender Agreement	4
Committee	4
Data Protection Policy	5
1. Introduction	5
2. Data Protection Principles.....	5
3. General Provisions	5
4. Lawful, Fair and Transparent Processing.....	6
5. Lawful Purposes	6
6. Data Minimisation.....	6
7. Accuracy	6
8. Removal/deletion.....	6
9. Security	7
10. Breach	7
Equality and Diversity Policy	8
Safeguarding Policy.....	9
1. Introduction	9
2. Vulnerable Adult Definition.....	9
3. Safeguarding Leads	9
4. Policy Principles.....	9
5. Dealing with Concerns.....	9
6. Lone Worker Guide	10
7. Recruitment of ex-offenders	10
Complaints Policy.....	11
1. Introduction	11
2. Dealing with a Complaint	11

Who is a Befriender?

A Befriender is a volunteer who offers support and friendship to any adult aged 18 and over, who feels they would like someone to meet and talk with.

A Befriender can enhance the quality of life of those to whom they offer the hand of friendship.

A Befriender's Role:

- There are various ways in which Befrienders can help – transporting friends to events, organising and participating in events, leading walks, making refreshments etc.
- If you are befriending an individual keep in contact on a regular basis either by visiting or telephoning.
- Maintain confidentiality at all times.
- Report to Chair / Vice Chair any concerns over the wellbeing of the friend.
- The nature of individual visits to friends is determined by Befriender and Friend

Enhanced DBS

A Befriender deals with potentially vulnerable adults and as directed in the Government guidance anyone working with this category of person must undertake an enhanced DBS check. Therefore the Loggerheads & District Befrienders (LDB) will apply for an enhanced DBS for all applicants regardless of their position.

There will be no cost to the Befriender for this.

Should a Befriender cease helping and then return after a year or more a further DBS check will be required.

Constitution

The name of the Group shall be **Loggerheads and District Befrienders**

Objects

The charity's objects ('the objects') are to support and enhance the physical and mental health of people over the age of 18 in the Civil Parish of Loggerheads who may be socially isolated and in need of companionship by providing a befriending service to encourage participation in social activities and develop new relationships and such other support as the Trustees deem appropriate.

[Nothing in this constitution shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section 7 of the Charities and Trustee Investment (Scotland) Act 2005 and / or section 2 of the Charities Act (Northern Ireland) 2008.]”

Aims

Providing companionship and promoting general wellbeing, by encouraging participation in social activities and developing new relationships and to promote awareness of other service providers or support services.

A full copy of the constitution is available from the Chair or Secretary and covers:

Membership available to all	Administration	Duties of Officers
Finance	Friends AGM	Special Meetings
Alterations to the Constitution	Adoption of the Constitution	

Lone Worker Guide

People may respond or behave differently in the comfort and security of their own homes than they would in other settings.

Before undertaking a home visit obtain as much information as possible from the person requesting you to visit, usually the Chair / Vice Chair.

Please refer to our Safeguarding Policy for full details.

Vulnerable Person Guide

Training

You are strongly advised to attend appropriate Training events, as these will cover many of the signs of abuse that could be relevant to working with vulnerable adults.

Please refer to our Safeguarding Policy for full details.

Confidentiality Guide

Introduction

While you are a Befriender you will probably hear information about the personal lives of people who use our services and perhaps about other volunteers. It is important that you respect and keep information confidential, even if you are not specifically asked to do so.

Please refer to our Data Protection Policy for full details.

Volunteer Drivers

To comply with insurance please note that volunteer drivers:

- Must not drive for hire or reward (other than reasonable expenses)
- Must be in possession of valid insurance, MOT certificate, Road Fund Licence for the vehicle and have the prior agreement of their motor insurer prior to performing any transport duties on behalf of the Befrienders and have confirmed this by signing the Volunteer Agreement

- Must be in the possession of a full UK driving licence to drive the vehicle free of endorsements other than endorsements for speeding, parking offences and traffic signal offences not exceeding 6 points in total
- Must comply with all aspects of road traffic legislation.

Befriender Agreement

This agreement is intended to indicate the seriousness with which we treat our Befrienders. The intention of the agreement is to assure you of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your Befriender experience a productive and rewarding one.

We the Organisation will

- Provide adequate information, training and assistance for the Befriender to be able to meet the responsibilities of their Befriender role.
- Ensure satisfactory supervisory support to the Befriender and to provide feedback.
- Be receptive to any comment from a Befriender regarding ways in which we might mutually better accomplish our respective tasks.

The Befriender

Agrees to serve as a **Befriender** and commit to the following:

- Perform Befriender duties to the best of your ability
- Read and adhere to the organisation's policies and procedures
- Meet time and duty commitments, except in exceptional circumstances or to provide adequate notice so that alternative arrangements can be made.
- Submit expenses using the form provided. If you do not wish to claim expenses (petrol money and any other incidental expenses) please state on the form that "this is a paper exercise only".
- Sign the Befrienders Agreement.

Committee

Chair	Ann McCullagh	01630 672890
Vice Chair	Jane Newton	01630 672028
Treasurer	John Knight	01630 657885
Secretary	Jan Knight	01630 657885
Member	Steve Carter	01630 638749
Member	Jill Cheadle	01630 673968
Member	Shielah Clisby	01630 672294
Member	Jayne Conn	01630 673095
Member	Anthony Deere	01630 672820
Member	Karen Watkins	01630 673438

Data Protection Policy

Definitions

Charity	Means Loggerheads & District Befrienders a registered charity
GDPR	Means the General Data Protection Regulations
Responsible Person	The Secretary

1. Introduction

Loggerheads and District Befrienders (**LDB**) needs to collect and use certain types of information about the individuals who come into contact with LDB in order to carry out our work. This personal information must be collected and dealt with appropriately whether it is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the Data Protection Act 2018.

2. Data Protection Principles

LDB is committed to processing data in accordance with its responsibilities under the GDPR.

Article 5 of the GDPR requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

3. General Provisions

- a. This policy applies to all personal data processed by LDB.
- b. The Responsible Person shall take responsibility for the LDB's ongoing compliance with this policy.
- c. This policy shall be reviewed as required.

4. Lawful, Fair and Transparent Processing

- a. To ensure its processing of data is lawful, fair, and transparent, LDB shall maintain a Register of Systems used to store personal information which will be kept under review.
- b. Individuals have the right to access their personal data and any such requests made to the charity shall be dealt with in a timely manner.

5. Lawful Purposes

- a. All data processed by LDB will be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task, or legitimate interests.
- b. LDB shall note the appropriate lawful basis in the Register of Systems.
- c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- d. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in LDB's systems.

6. Data Minimisation

LDB will ensure that

- a. personal data is adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.
- b. An Individual/Service User clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data and then gives their consent, either written or verbal for data to be processed

7. Accuracy

- a. LDB will take reasonable steps to ensure personal data is accurate.
- b. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.
- c. Everyone processing personal information understands that they are responsible for following good data protection practice and is appropriately trained & supervised.
- d. Anybody wanting to make enquiries about handling personal information knows what to do.
- e. It will regularly review and audit the ways it holds, manages, and uses personal information.

8. Removal/deletion

- a. To ensure that personal data is kept for no longer than necessary, LDB will put in place a removal/deletion process and review this process annually.
- b. The removal/deletion process shall remove the personal information held on friends who die or who ask to be removed from the records.

9. Security

- a. LDB will ensure that personal data is stored securely using modern software that is kept up to date.
- b. Access to personal data shall be limited to Trustees/Committee members and befrienders who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- c. When personal data is deleted, this should be done safely such that the data is irrecoverable.

10. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, LDB will promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the Information Commissioner's Office (ICO).

Principles of Confidentiality for Friends

If you hold written personal information, keep it secure and make sure you know who else is allowed access to it. Once you no longer need written personal information, you should dispose of it by shredding it or giving it to the Chair / Vice Chair for disposal.

- a. Keep information to yourself, unless there is a good reason to share it with others. However, you should get permission from the person who gives you the information before you share it.
- b. Do not give information to other people, even the person's doctor or carer, unless you have their permission to pass this information on to specific people.
- c. It is more difficult to know what to do if someone tells you something in confidence and you think that their well-being or someone else's well-being may be at serious risk. If the information you are told relates to a crime or indicates that they are at serious risk e.g., of financial, mental or physical abuse, and if you cannot get the person's permission to tell someone, please tell only your Chair / Vice Chair who will decide the best course of action
- d. If you hear anyone breaking someone else's confidentiality, please let the Chair / Vice Chair know.

Equality and Diversity Policy

Loggerheads and District Befrienders (LDB) is committed to developing, maintaining and supporting a policy of equal opportunities. We believe that all our Befrienders and members of the public for whom we provide services should be treated fairly, without discrimination and prejudice, and have equal access to our services and participation. We will not tolerate discrimination, harassment or any other conduct prohibited under the Equality Act 2010, with its nine protected characteristics of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion, sex and sexual orientation.

Responsibility

The Management Committee has overall responsibility for the development and implementation of equal opportunities policies for Befrienders and Friends. The Management Committee has the right to delegate this responsibility to the Chair as required.

Safeguarding Policy

1. Introduction

Loggerheads and District Befrienders (LDB) is committed to ensuring the protection of adults at risk and will comply with government guidance and accepted best practice in relation to safeguarding.

2. Vulnerable Adult Definition

A vulnerable adult or adult at risk is anyone over the age of eighteen who is unable to take care of themselves or someone who is unable to protect themselves against significant harm or exploitation.

It should be recognised that people with special needs are able to cope in many situations, so sensitivity and common sense should be exercised.

3. Safeguarding Leads

The current designated safeguarding leads for LDB are the Chair and Vice Chair

4. Policy Principles

- All adults at risk feel safe and valued
- All adults at risk, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- Designated persons for safeguarding have been identified (as above) for all matters affecting adults at risk, and to identify appropriate training opportunities
- If you have any concerns about a vulnerable adult (no matter how slight you may think they are) you should disclose them to the Chair / Vice chair at any time.

5. Dealing with Concerns

If a vulnerable adult wants to talk about being harmed, you should do the following:

- Reassure them that they have done the right thing in telling you
- Let them know that what they say may have to be passed on to an appropriate person / authority.
- Write down accurately what the person has said (word for word) and ask questions for clarification only and try to avoid asking questions that suggest a particular answer
- Notify the Chair or Vice Chair or in their absence a member of the LDB Committee.
- In the absence of a committee member and where a vulnerable person is in imminent danger, the initial named Befriender should contact the relevant authorities themselves, (i.e. Age UK / Police / Doctor).

Dealing with incidents of harm is difficult for any individual therefore Befrienders should not:

- Act alone
- Start to investigate; or
- Make any assumptions of guilt or innocence

6. Lone Worker Guide

People working alone are at risk because of their isolation. However, this risk can be minimized using common sense and preventative measures which is the purpose of this guidance.

Violent Behaviour

Lone Workers should take into consideration the most common risk factors for violent behaviour, which are as follows:

- Geographical locations - certain areas, because of their isolation, may have a higher risk of violence.
- Alcohol and drug use by friends and members of the public with whom the Lone Worker comes into contact. Alcohol and drug use can make people aggressive and their behaviour unpredictable.
- Friend behaviour - for a number of reasons, friends can be highly emotional, unpredictable or aggressive.
- Other people or situations encountered while volunteering. These include visitors to the home and animals.
- Home visits - People may respond or behave differently in the comfort and security of their own homes than they would in other settings.

Before undertaking a home visit obtain as much information from the person requesting you to visit, usually the Chair / Vice Chair.

During the home visit the following guidance should be followed:

- Show your identity card at the earliest opportunity. Do not wait to be asked.
- Make sure you carry a mobile phone.
- Ensure the person answering the door is the person you expected to see.
- Ask for dogs to be removed from the room if you feel uncomfortable with them.
- If sitting, make sure you are comfortable with the situation and if appropriate, sit close to the door.
- Be aware of conflict defusing techniques throughout your visit including awareness of non-verbal communication, how to behave in a non-confrontational way, the importance of good customer care, being polite and listening to Friends
- Should you feel uncomfortable at any time leave at the earliest opportunity and report back to the Chair / Vice Chair.

7. Recruitment of ex-offenders

We will:

- Inform all applicants that they need an enhanced DBS at the initial interview.
- LDB will consider applications from individuals who have a criminal record, but the safety of vulnerable adults will be paramount in considering and determining their suitability.
- If a person applying to become a Befriender has disclosed a criminal conviction on the application form the Chair and Vice Chair will determine whether the application can proceed.

Complaints Policy

1. Introduction

The relationship between LDB and its befrienders is entirely voluntary and does not imply any contract. However, it is important that we are able to maintain our standards of service to the Friends who use it, and it is also important that you as volunteers should enjoy making your contribution to this service.

2. Dealing with a Complaint

By a Befriender

If you are dissatisfied with any aspect of your role you should:

- Initially explain your dissatisfaction to the Chair/Vice Chair who will investigate the complaint and where necessary take further action.
- If the matter is not resolved informally the complaint must be put in writing to the Chair within 7 days.
- The complaint will be discussed by the Management Committee (excluding two members who have not been involved in case of appeal)
- If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it might be inappropriate for you to continue to be a volunteer

By a Friend

- All complaints/concerns must be discussed with the Chairperson/Vice Chair as soon as possible. If possible, the matter will be resolved informally by the Chair/Vice Chair to the satisfaction of the complainant.
- If the matter is not resolved informally the complaint must be put in writing to the Chair within 7 days
- The Chair or Vice Chair will investigate the complaint and where necessary take further action. The complaint may be passed on to an appropriate body/organisation.
- If the complaint is against the Chair or Vice Chair another Trustee will investigate the complaint and where necessary, take further action
- If a complaint is upheld against a Befriender then it might be inappropriate for that person to continue as a volunteer.

A Befriender or Friend has the right to appeal the outcome of their complaint. That will be in writing to the two Committee Members who were not involved in the discussion about the complaint. They will consider the appeal and decide what action is necessary.