

# Quality in Befriending

## What is QiB?



"Befriending Networks has always been very supportive and spent time with me speaking about our service in view to completing the initial the application form and applying for the QiB award."

**London Irish Centre**

"Hard work but I really enjoyed it actually, focussed the mind and QiB will make us a better service provider with credibility."

**Food Train Friends, Dumfries and Galloway**



# What is QiB?



## What is Quality in Befriending?

Quality in Befriending (QiB) is a quality award for befriending services. There are two levels at which QiB can be awarded:



The Award and Excellence are achieved by a service uploading digital evidence to an online platform to successfully demonstrate to the assessor that it meets all the required indicators.

## About the Quality in Befriending Award

Quality in Befriending, devised by Befriending Networks in consultation with member organisations and other experts in the field of befriending, was launched in 2010. It is designed to complement the other BNs resources, including the 'Good Practice in Befriending' and the Vital Skills in Befriending training courses.

## Benefits for services

- Increase the confidence of potential referrers, befriendees and befrienders as well as funders, commissioners and other stakeholders.
- Review and reflect upon all aspects of the services you manage.
- Receive a 'health check' and suggestions on how you can continue to develop the quality of your service.
- Achieve a certificate and gain use of the QiB logo.

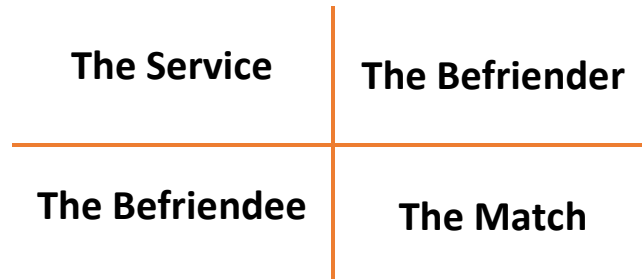


# What is QiB?



## What QiB Requires

QiB assesses four areas of practice:



Each practice area is assessed against a series of indicators, which need to be evidenced through documents, policies, and case studies. All indicators must be met to achieve the QiB Award, and a further set must be met to achieve QiB Excellence.

Services have up to 9 months to complete the evidencing process, which is undertaken entirely online and are supported throughout by their named assessor.

## You are eligible if your service...

- Works with vulnerable or isolated people.
- Has a strong emphasis on befriending as the primary aim (rather than mentoring, although mentoring may be a part of your service aims).
- Has befrienders who work in a primarily befriending role (i.e. not primarily as advocates, carers, advisors, personal assistants, shoppers, counsellors, DIY helpers, etc.).
- Has completed at least one full cycle of work before registering (i.e. referrals and assessments, recruitment, training and matching of volunteer befrienders, providing support to both parties, reviewing matches and have considered how to manage endings if not yet experienced any).
- Has funding in place to continue for at least the next 12 months or has submitted a funding applications to enable this to happen.



## What is QiB?



- Complies with Befriending Networks 'Good Practice in Befriending' (page 18) guidelines on staff:befriender ratio recommendations or has recorded reasons why it is safe to exceed these (for instance delivering telephone befriending).
- **Is a member of Befriending Networks and will remain so throughout the three year award period.**

Any services which don't meet these criteria but would still like to work on developing the quality of their delivery should contact Befriending Networks to discuss what other options are available. Call 0131 261 8799 and ask for Angus Maclean, Quality Officer or email: [angus@befriending.co.uk](mailto:angus@befriending.co.uk)

### Costs

Organisation size	Annual organisation turnover	To pay for registration	To pay for assessment	Total cost
Small	<100K	£200	£300	£500
Medium 1	<350K	£200	£550	£750
Medium 2	<750k	£200	£650	£850
Large	751K+	£200	£750	£950

For information about multiple service fees (i.e. for organisations that wish to apply for QiB for more than one service), please contact befriending Networks.



# What is QiB?



## How to apply

- Download and review the QiB indicators.
- Download and complete the [Quality in Befriending Eligibility Form](#) and return it to Peggy Beardmore, Administrator [peggy@befriending.co.uk](mailto:peggy@befriending.co.uk).
- **Questions?** Call Befriending Networks 0131 261 8799 and ask for Angus Maclean, Quality Officer or email: [angus@befriending.co.uk](mailto:angus@befriending.co.uk).

## Next steps

- Once your eligibility is confirmed a **non-refundable registration fee** invoice is issued.
- Pay your registration fee and receive your log in details for the online platform, so you can get started.
- You are listed as 'Aiming for QiB' on the Befriending Networks website.
- You can begin to upload evidence and your QiB assessor will contact you for support. You should upload at least 1 practice area within the first 2 months.