

# Derbyshire Trusted Befriending Network

## Directory of Befriending Services in Derbyshire



December 2018



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# Derbyshire Trusted Befriending Network

The Derbyshire Trusted Befriending Network was established in 2012 as part of Derbyshire County Council's Adult Care Prevention Strategy. Following a tendering process, South Derbyshire CVS was chosen as the strategic delivery partner and since that time has managed the project. The aim of the Network is to ensure that: **'every adult who needs befriending support has fair and equal access to it and that those who use befriending services can be confident that the service they receive is safe and well run.'**

The objectives of the Derbyshire Trusted Befriending Network are to:

- Provide a support mechanism for befriending providers across Derbyshire to include improved networking, peer support, and training & development; and help befriending providers with funding bids and other income streams including the pooling of resources, and sharing of information;
- Increase the membership and support members to achieve the Derbyshire Trusted Befriending Network Quality Mark;
- Promote Derbyshire Trusted Befriending Network and raise the profile of befriending services across Derbyshire targeting users (and potential users) of the service, volunteers, and health and social care staff;
- Recruit, train and support a network of community based befriending champions across the county;
- Advertise, promote, administer and monitor befriending champion micro-grants through local communities and appropriate service providers, aiming to build natural communities of people, away from services, that help combat loneliness and social isolation;
- Encourage and establish an outcomes-focused approach to monitoring across befriending provision to enable services to demonstrate the impact their services have on clients' lives and;
- Refer potential clients on to befriending providers as a result of their 'first contact' assessment.

Befriending can be defined as:

**"a voluntary, mutually beneficial and purposeful relationship in which an individual gives time to support another to enable them to make changes in their life"<sup>1</sup>.**

A volunteer is someone other than a family member or friend, and the relationship is usually set up and supported by a group or organisation. There are a number of types of Befriending, including: Home visiting, Buddying, Mentoring, Telephone, Email, Supported friendships, and Group befriending (see page 3 for more information).

<sup>1</sup> **NCVO Mentoring and Befriending: [www.mandbf.org/wp-content/uploads/2011/03/What-is-mentoring-and-befriending-18.4.111.pdf](http://www.mandbf.org/wp-content/uploads/2011/03/What-is-mentoring-and-befriending-18.4.111.pdf)**

## DTBN Quality Mark and this Directory

The Derbyshire Trusted Befriending Network Quality Mark for Befriending Providers has been developed so that people using local befriending services can be confident that they are safe and well-run. There are two ways that befriending services in Derbyshire can gain the Quality Mark :

### 1. Derbyshire Trusted Befriending Network 'Quality Standard' (QS)

This is open to befriending services in Derbyshire who can demonstrate that they meet good practice requirements.

### 2. NCVO Mentoring and Befriending's 'Approved Provider Standard' (APS)

This is a nationally recognised quality standard, accredited by the National Council for Voluntary Organisations.

The purpose of the Derbyshire Trusted Befriending Quality Mark is to provide robust evidence that befriending services are managed effectively, have policies and practices in place which ensure the safety and wellbeing of both volunteers and clients, and are continuously reflecting on and improving the way that they operate. Befriending service providers need to compile a portfolio of evidence which demonstrates that they meet eight 'Quality Objectives', which cover:

- **Structures, policies and practices** - in place to ensure the befriending service is consistently and effectively run, for example copies of policies, guidelines, templates, forms or checklists, action plans
- Evidence that these structures, policies and practices are **applied in the day to day running of the service**, for example completed records, forms, attendance records, minutes or notes of meetings, monitoring reports.

## Contacts

If you wish to know more or would like to receive updates on the development of befriending services in Derbyshire, please contact:

**Richard Murrell**, Networks and Partnerships Manager or

**Helen Frudd**, Network Support Worker on:

**Telephone:** 01283 219761

**Email:** [befriending@sd cvs.org.uk](mailto:befriending@sd cvs.org.uk)

**Write to:** South Derbyshire CVS, 46-48 Grove Street, Swadlincote, Derbyshire, DE11 9DD.

**Website:** [www.derbyshirebefriending.org.uk](http://www.derbyshirebefriending.org.uk)

## What information is included in this Directory?

There have been a number of changes to the Directory since the previous version produced in 2016. We have striven to encourage and support befriending service providers to either gain accreditation through the NCVO Approved Provider Standard (APS) or complete the DTBN Quality Standard (QS). All services that have met the NCVO APS or DTBN QS have achieved the DTBN Quality Mark and appear in this Directory as 'Accredited'. Some services that decided not to apply for the APS have started the process of accreditation through the DTBN QS but haven't been able to complete in time for the publication of this Directory – however, rather than omit them they have been included as 'Actively Working Towards Accreditation' as we are supporting them to meet the DTBN QS. All services listed in this Directory are able to use the DTBN Quality Mark.

The table on pages 4-5 give an overview of services available in each district of Derbyshire. Befriending services are then listed then in A-Z order by organisation name (pages 6-13).

**'Accredited' service entries are those in the outlined boxes - services not in boxes are 'Active Working Towards Accreditation'**. As well as a description of the befriending service and contact details, each entry shows:

### Type of befriending service:

Indicates what kind of befriending service is offered, i.e.:

- Home visiting (befriender provides support by visiting a person in their own home)
- Buddying (the befriender supports a person to take part in activities or to access services outside their home)
- Mentoring (befriender supports a person to achieve specific goal or outcome)
- Telephone (befriending takes place over the telephone)
- Email (support is provided by email)
- Supported friendships (support for someone to make and sustain peer friendships in a supported environment, e.g. by acting as a chaperone, or by helping with practical things like arranging travel or handling money)
- Group befriending (support is provided by bringing people together in a group setting).

Befriending services may offer one, two or more of these kinds of befriending.

### Offered to:

This shows who is eligible to use the service - for example, whether it is offered to any adult who is isolated or lonely, or whether it is limited to people with specific needs or circumstances.

### Area/s covered:

Shows the geographical area/s which the service covers - only people living in this area can use the service.

### Accreditation status:

This shows whether the befriending service listed is 'Accredited' or 'Actively Working Towards Accreditation'. An 'Accredited' service has met the DTBN QS or the NCVO APS. An 'Actively Working Towards Accreditation' service was in the process of completing the DTBN Quality Standard at the time of publication of this Directory. **All services listed are able to use the DTBN Quality Mark.**

**All information was correct on the date this directory was published (shown on front cover).**

# Befriending Organisations and Area/s Covered

## General/All Adult Services

Services provided to any isolated adult or open to people with a range of needs

	Amber Valley	Bolsover	Chesterfield & NE Derbyshire	Derbyshire Dales	Erewash	High Peak	South Derbyshire
<b>General/ All Adults</b>	Amber Valley CVS  Crich Careline			Careline  Hathersage Careline	Erewash Voluntary Action	Hope Careline  New Mills & District Volunteer Centre	South Derbyshire CVS Connect and Connect Plus Befriending Service
<b>Older Adults only</b>		Age Concern Chesterfield & District - Care Line	Age Concern Chesterfield & District - Care Line  The Volunteer Centre Chesterfield & NE Derbyshire - Elderfriends and Making Time	Age UK Derby & Derbyshire - The Befriending Service  VCS Peaks & Dales - Readycall and Readycall Macmillan	Age UK Derby & Derbyshire - Erewash Careline	Age UK Derby & Derbyshire - The Befriending Service  VCS Peaks & Dales - Buxton Befriending Service	

## Befriending Organisations and Area/s Covered (continued)

### Specialist Befriending Services

Services for those with specific needs or where eligibility is limited

Specialism	Amber Valley	Bolsover	Chesterfield & NE Derbyshire	Derbyshire Dales	Erewash	High Peak	South Derbyshire
<b>Bereavement</b>	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team	Derbyshire Asbestos Support Team
<b>BME Communities</b>		Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group	Derbyshire Gypsy Liaison Group			Derbyshire Gypsy Liaison Group
<b>Eating disorders</b>	First Steps	First Steps	First Steps	First Steps	First Steps	First Steps	First Steps
<b>Learning difficulties</b>							
<b>Parents</b>					Home-Start Erewash		
<b>Physical disability</b>							

## Befriending Organisations and Services Provided

### Age Concern Chesterfield & District - Care Line

**Type of befriending service:** Telephone

**Offered to:** Older people

**Area covered:** Bolsover, Chesterfield and North East Derbyshire

**Accreditation status:** NCVO Approved Provider Standard (until February 2020)

**Description:** Our Care Line Telephone Befriending Service is operated by trained volunteers who maintain contact with older people (aged 55+) who are isolated, lonely and in need of companionship. Calls can be made up to 3 times a week and not only offer friendship but also a line of contact for other services such as advice and assistance. We can also help people who are recently bereaved by offering emotional support.

**Telephone:** 01246 273333

**Email:** enquiries@ageconcernchesterfield.org.uk

**Website:** www.ageconcernchesterfield.org.uk

### Age UK Derby & Derbyshire - The Befriending Service (High Peak & Derbyshire Dales)

**Type of befriending service:** Buddying, Companionship, Home visiting, Visits out and Telephone befriending

**Offered to:** Older people aged 50+

**Area covered:** Derbyshire Dales and High Peak

**Accreditation status:** NCVO Approved Provider Standard (until June 2021)

**Description:** Social support and companionship to older people living in the community who are isolated, vulnerable or lonely. Also offers befriending+ service which is a tailored service covering shopping, visits out, and respite for carers. There is a charge to cover volunteer mileage expense.

**Telephone:** 01433 620263

**Email:** befriending@ageukderbyandderbyshire.org.uk

**Website:** www.ageuk.org.uk/derbyandderbyshire/befriending

### Age UK Derby & Derbyshire - Erewash Careline

**Type of befriending service:** Telephone

**Offered to:** Older people (age 50+), Carers (including younger carers of older people)

**Area covered:** Erewash

**Accreditation status:** Actively Working Towards DTBN Quality Standard Accreditation

**Description:** Erewash Careline offers regular, short telephone calls at a frequency to be agreed with the client. Calls are free to the client. All the calls are made between 10am-3pm (mostly 10am-12pm) on weekdays. Calls are made by trained volunteers in small daily teams. The calls are for general conversation but we also promote health and wellbeing by offering reminders and information (e.g. flu jabs, doorstep crime etc.). Clients can self-refer or professionals, carers etc. can call our Derby Office.

**Telephone:** 01332 343232 (Derby office)

**Email:** derbyadmin@ageukderby.org.uk

**Website:** www.ageuk.org.uk/derbyandderbyshire



## Amber Valley CVS

**Type of befriending service:** Buddying, Home visiting, Telephone

**Offered to:** Any isolated adult

**Area covered:** Amber Valley

**Accreditation status:** NCVO Approved Provider Standard (until August 2020)

**Description:** Befriending Service - weekly visits to provide companionship and support, and if appropriate, agreed activities / social outings to support continuing involvement in the community. Phone Buddy scheme makes weekly phone calls.

**Telephone:** 01773 512076

**Email:** admin@avcvs.org

**Website:** www.avcvs.org

## Careline

**Type of befriending service:** Telephone

**Offered to:** All Adults

**Area covered:** Southern Derbyshire Dales (areas covered by GP practices in Ashbourne, Brailsford, Hartington, Sudbury and Wirksworth) and East Staffordshire Uttoxeter area (Staffordshire) including Burton upon Trent.

**Accreditation status:** DTBN Quality Standard (until June 2021)

**Description:** A daily or regular phone call to provide general friendship and companionship, check that all is well and provide a friendly contact with the outside world. Will also signpost to other relevant services. Operates 365 days/year. For anyone who feels lonely and isolated or who has difficulty going out, including carers, recently bereaved, recently discharged from hospital.

**Telephone:** 01335 210353

**Email:** info@carelinecalling.org.uk

**Website:** www.carelinecalling.org.uk

## Crich Careline

**Type of befriending service:** Telephone

**Offered to:** Older people, People with physical disabilities, Carers

**Area covered:** Crich, Whatstandwell, Holloway, South Wingfield, Fritchley and Bull Bridge (Amber Valley)

**Accreditation status:** Actively Working Towards DTBN Quality Standard Accreditation

**Description:** Phone calls to provide general support and companionship up to six times per week.

**Telephone:** 01773 856228

## Derbyshire Asbestos Support Team

**Type of befriending service:** Home visiting, Support Groups, Telephone

**Offered to:** Any adult who has been bereaved through an asbestos related disease

**Area covered:** Derbyshire and East Midlands

**Accreditation status:** DTBN Quality Standard (until November 2019)

**Description:** Individual and group support to anyone who has been bereaved through an asbestos related disease. As well as one to one telephone and face to face support we provide a range of opportunities for mutual support and information through networking events such as coffee mornings, conferences, family and friends forums. We have a thriving Bereavement Support Group that meets monthly in Derby City Centre. We hold regular events throughout the region to help reduce the feelings of isolation. We offer practical advice and information, advice on financial entitlements. Help in claiming benefits, home visits, emotional support, signposting and direct referral through to local services where appropriate.

**Telephone:** 01246 380415

**Email:** joanna.reeve@asbestosupport.co.uk

**Website:** www.asbestosupport.net

## Derbyshire Gypsy Liaison Group

**Type of befriending service:** Telephone and outreach

**Offered to:** Gypsy and Traveller people

**Area covered:** Bolsover, Derbyshire Dales, North East Derbyshire and South Derbyshire

**Accreditation status:** DTBN Quality Standard (until August 2020)

**Description:** Offers support to Romany Gypsies, Irish Travellers and Show People who may not have had children or survive their children and do not live on a site or close to their community.

**Telephone:** 01629 732744

**Email:** info@dglg.org

**Website:** www.dglg.org

## Erewash Voluntary Action

**Type of befriending service:** Home visiting, Group

**Offered to:** Any adult including carers and younger people

**Area covered:** Erewash

**Accreditation status:** DTBN Quality Standard (until July 2020)

**Description:** Regular visits by volunteers to provide companionship and alleviate isolation and loneliness. Befriending sitting service to allow carers a break - no personal care, administering medication, lifting or cleaning duties. Befriending to assist people with mental health to access voluntary and community groups. Also offer targeted befriending via our monthly activities including games sessions and tea dance at the centre.

**Telephone:** 0115 946 6740

**Email:** linda@erewashcvs.org.uk

**Website:** www.erewashvoluntaryaction.org.uk

## First Steps

**Type of befriending service:** Predominantly email but some befrienders offer up to three face to face befriending sessions with their befriendees.

**Offered to:** Anyone with an eating difficulty or disorder

**Area covered:** Nationwide

**Accreditation status:** DTBN Quality Standard (until June 2021)

**Description:** Online befriending for anyone who has any eating difficulty or disorder. They must have filled out a membership form at First Steps but do not have to have a diagnosis or GP referral. Trained volunteers will email on a regular basis over a period of 6-9 months. Befriending providers support via regular contact with a volunteer with either personal or professional experience of eating disorders. The befriender can talk about their eating difficulties, however they can also talk about day to day things too. The aims include limiting isolation, giving an individual a safe place to talk and building up confidence.

**Telephone:** 01332 367571

**Email:** rose@firststepsderbyshire.co.uk

**Website:** www.firststepsderbyshire.co.uk

## Hathersage Careline

**Type of befriending service:** Telephone

**Offered to:** Older people who live alone or vulnerable individuals

**Area covered:** Hathersage (Derbyshire Dales)

**Accreditation status:** DTBN Quality Standard (until June 2021)

**Description:** We offer a telephone call every morning or on days suitable to service users. Our volunteers provide a friendly ear and time to enquire that all is well. Our service is aimed at elderly people who live alone, vulnerable individuals who may be referred by social services or relatives, and on a short term basis when people have been recently discharged from hospital or while relatives may be away from home. We are not able to support people who have severe dementia but would be happy to be of help to their carers if requested.

**Telephone:** 01433 650172 or 07990 576549

**Email:** hathersage.careline@gmail.com

## Home-Start Erewash

**Type of befriending service:** Buddying, Home visiting, Group Support, Mentoring

**Offered to:** Families with at least one child aged under 8

**Area covered:** Erewash

**Accreditation status:** DTBN Quality Standard (until June 2021)

**Description:** Recruits and trains parent volunteers to support families, where parents are experiencing difficulties. Including post-natal illness, disability, mental health issues, domestic abuse, limited parenting skills, bereavement, addiction and much more. Our volunteers provide confidential emotional and practical support by visiting families in their own homes on a one to one basis for as long as the family needs.

**Telephone:** 0115 930 4640 (office) or to 07791 690049 (mobile)

**Email:** office@home-starterewash.co.uk

**Website:** www.home-starterewash.co.uk

## Hope Careline

**Type of befriending service:** Telephone

**Offered to:** All adults – those who are lonely or isolated and unable to get out much.

**Area covered:** Hope, Brough, Bradwell and Castleton areas (High Peak)

**Accreditation status:** DTBN Quality Standard (until June 2021)

**Description:** A daily or regular phone contact to anyone who feels lonely or isolated, to check all is well and to provide a friendly contact with the outside world.

**Telephone:** 01433 620507

**Email:** lesleyabentley@gmail.com

## New Mills & District Volunteer Centre

**Type of befriending service:** Home visiting, Telephone

**Offered to:** Socially isolated adults including older people and people with disabilities.

**Area covered:** New Mills and the surrounding area (High Peak)

**Accreditation status:** DTBN Quality Standard (until May 2020)

**Description:** Our aim is to help socially isolated people feel less lonely. They may have lost a partner, have learning difficulties, be a carer or be lonely because they don't see anyone from one day to another. Volunteers are recruited to provide home visits and/or telephone befriending to provide companionship and support. This social support and companionship is for people living in the New Mills and district community who are isolated, lonely or housebound.

**Telephone:** 01663 744196

**Email:** [adele@nmvc.org](mailto:adele@nmvc.org)

**Website:** [www.nmvc.org](http://www.nmvc.org)

## South Derbyshire CVS - Connect and Connect Plus Befriending Service

**Type of befriending services:** Buddying, Home visiting, Telephone, Befriending Groups

**Offered to:** Any vulnerable adult 18+ who is experiencing loneliness and or social isolation.

**Area covered:** South Derbyshire

**Accreditation status:** Actively Working Towards NCVO Approved Provider Standard Accreditation

**Description:** Connect Befriending Service is for any vulnerable adult who is socially isolated living within South Derbyshire. This could be due to age, learning or physical disability, mental ill health, sensory impairment, dementia or caring responsibilities. Volunteer befrienders offer 1:1 support and companionship through home visits, telephone befriending or by supporting someone to go out and do things such as shopping, attending a club or meeting friends. Connect Plus offers Befriending support through a group setting with refreshments, company, activities, conversation and the all-important laughter.

**Telephone:** 01283 219761

**Email:** [Connect/Connect Plus - connect@sd cvs.org.uk](mailto:connect@sd cvs.org.uk)

**Website:** [www.sd cvs.org.uk/services/connect-befriending](http://www.sd cvs.org.uk/services/connect-befriending)

## The Volunteer Centre Chesterfield & NE Derbyshire - Elderfriends and Making Time

**Type of befriending service:** Buddying, Home visiting, Telephone

**Area covered:** Chesterfield & North East Derbyshire

**Offered to:** The service is currently only accepting new referrals for people aged 50+

**Accreditation status:** NCVO Approved Provider Standard (until April 2021)

**Description:** A befriending project based at the Volunteer Centre in Chesterfield and aimed at lonely and socially isolated adults in Chesterfield and North East Derbyshire. The project is specifically designed to help people to be less isolated and more independent. It alleviates isolation and contributes to the social inclusion of older people, whilst at the same time taking pressure off informal carers. Service users benefit from having a friend they can rely on and confide in. Due to increasing demand the service is currently limited to people aged 50+.

**Telephone:** 01246 276777

**Email:** janet@chesterfieldvc.org.uk or dave@chesterfieldvc.org.uk

**Website:** www.chesterfieldvc.org.uk

## VCS Peaks & Dales - Buxton Befriending Service

**Type of befriending service:** Buddying, Home visiting

**Offered to:** Older people (aged 65+) who are lonely and isolated

**Area covered:** Buxton and surrounding area (High Peak)

**Accreditation status:** NCVO Approved Provider Standard (until June 2020)

**Description:** The befriending scheme is aimed at lonely and isolated people aged over 65 who live in Buxton and the surrounding areas - priority is given to people who live on their own and have little social contact. Befrienders act as a 'good neighbour' by visiting someone in their home and offering support and companionship. The role can involve visiting for a chat, helping with shopping, escorting or taking someone out on a walk. They also provide helpful information about other services and act as a crucial link with the community.

**Telephone:** 01298 23970

**Email:** rachael@vcspd.org

**Website:** www.vcspd.org

## VCS Peaks & Dales - Readycall and Readycall Macmillan

**Type of befriending service:** Buddying, Home visiting

**Offered to:** People aged 60 or over, living in the Derbyshire Dales, who are or have been affected by cancer or other life limiting conditions and those who care for them.

**Area covered:** The Derbyshire Dales - Ashbourne, Wirksworth, Matlock, Bakewell, Hathersage and surrounding villages.

**Accreditation status:** NCVO Approved Provider Standard (until June 2020)

**Description:** Readycall and Readycall Macmillan, assisted by trained volunteers, provides befriending and practical support to people aged 60 and over living in the Derbyshire Dales who are, or have been, affected by cancer or other life limiting conditions and those who care for them.

**Telephone:** Ashbourne 01335 348600 or Bakewell 01629 693693

**Email:** South Derbyshire Dales - polly@vcspd.org / sarah@vcspd.org or North Derbyshire Dales - sam@vcspd.org

**Website:** [www.vcspd.org](http://www.vcspd.org)



South Derbyshire CVS, 48 Grove Street, Swadlincote, Derbyshire, DE11 9DD