

Befriending Scheme Agreement

This agreement has been developed for the protection of both beneficiaries of the Befriending Scheme and Blaby District Council's befriending volunteers. A copy of this document must be given to the beneficiary prior to a referral being made to the scheme.

Expectations of Volunteer (Befriender)	Expectations of Recipient (Beneficiary)
Undertake regular friendly telephone chats. The pattern and length of calls is agreed in advance between the two telephone partners	Not expect more time to be given than is agreed with their volunteer.
To provide telephone support only	The volunteer should not be asked to visit the beneficiary personally or provide any support other than regular telephone calls
A good listener and communicator Able to demonstrate empathy, care and concern Objective and non-judgemental	Recognise that Volunteers are not Counsellors but that they may be able to signpost to other organisations which can offer more practical support
Professional and respectful Able to relate to new people without prejudice	Mutual respect is important. Be respectful to the Volunteer; do not use inappropriate or offensive language and respect diversity and boundaries
Respect boundaries and be mindful of asking too many questions	Volunteers must not be expected to share personal information about themselves unless they are comfortable to do so
Seek to support and encourage	Advice cannot be sought from the volunteer, as the scheme does not cover this
Maintain confidentiality (with exception of needing to speak to a Designated Safeguarding Officer regarding any concerns about the beneficiary)	Understand it is the volunteer's duty to raise concerns if they feel you or others are at risk/harm