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Community Kindness To All

HOW TO MAKE A REFERRAL AND WHAT NEXT

If you or someone you know could benefit from the support of our Befriending Service, we would love to hear from you. Please feel free to reach out to us by email (Info@communitykindnesstoall.co.uk) or call on 020 8259 6505. Upon contacting us, we'll provide you with detailed information about our various offerings and also send you our befriending referral form. This is the first step in connecting with a network of care and companionship tailored to your needs.

For a successful referral to our befriending service, the individual in question must consent to the referral and be informed about the realistic outcomes our service can offer. To proceed, complete the befriending referral form and return it to us if the individual requires regular home visits from one of our volunteers. For data protection, a password can be set up over the phone. The completed forms can be returned via email. In cases where we are already familiar with the client and have the necessary information and permissions, a telephone referral might suffice.

Once we receive a referral form, we will contact either the client or their next of kin for an initial discussion. This conversation aims to understand the prospective befriender's needs and expectations and to confirm that we can meet them.

Depending on the situation, clients may be directed to other services, such as telephone befriending or group activities. If a home visitor is deemed necessary, we will schedule a home assessment. Please note that the assessment process and waiting time for a match can vary based on location, specific needs, and our current capacity.

Eligibility for our Befriending service is as follows:

- Individuals should be over 55 years of age
- Experiencing feelings of isolation
- Residing in the borough of Barnet

Priority is given to those without other regular sources of companionship. It's important that applicants are both able and willing to establish a meaningful relationship with a volunteer and can maintain scheduled appointments.

Please note, our service is not a substitute for respite care or professional paid care.

REASONS FOR HOME VISITS BEFORE USING THE SERVICE

At Community Kindness To All, we are committed to ensuring the well-being and safety of both our volunteers and service users. This commitment guides our practice of conducting home visits before initiating our service. These visits allow us to understand the environment our volunteers will be working in and to gather essential information about a potential befriender, including their needs and interests. This knowledge helps us in matching them with the most suitable volunteer.

The completion of our form is a crucial step in this process. It authorizes us to store your personal details in our database and, when necessary, share them with your assigned volunteer or emergency services. Rest assured, your privacy is paramount to us, and we will not share your personal details with any third parties without your explicit consent.

We understand that the presence of a familiar face can be comforting. Therefore, if a befriender feels more at ease with a friend or relative accompanying them during the initial home visit or the first meeting with a volunteer befriender, we wholeheartedly welcome this.

UNDERSTANDING THE COST OF OUR SERVICE

At Community Kindness To All, we are proud to offer our befriending service at no cost to you. Our mission is to provide care and companionship without financial barriers. While there is no charge for our service, we gratefully accept donations. Contributions from our community play a vital role in helping us cover operational expenses and continue our work.

We kindly request that our befrienders refrain from offering gifts or money to our volunteers. Instead, we encourage you to express your appreciation for their visits in words. A heartfelt 'thank you' goes a long way in letting our dedicated volunteers know just how much their time and companionship are valued.

COMPREHENSIVE VETTING PROCESS FOR ALL VOLUNTEERS

At Community Kindness To All, we take great care in ensuring the safety and compatibility of our volunteers with our service users. Every volunteer undergoes a thorough vetting process before they join our team. This begins with a detailed interview to assess their suitability for the role, ensuring alignment with our values and standards.

In addition to the interview, we require at least two written references for each volunteer and a Disclosure and Barring Service (DBS) check to ensure the safety and security of our service users.

Before any volunteer is introduced to potential clients, they receive comprehensive training designed to equip them with the necessary skills and knowledge to provide the best possible support.

THE WAITING TIME POST-ASSESSMENT

After completing your assessment, the waiting period for being paired with a volunteer can vary. Typically, this time frame ranges from as little as two weeks to one year.

The duration largely depends on the availability of suitable volunteers who can meet your specific needs and preferences. It's important to note that the more specific your requirements are, the more time it may take to find just the right person for you.

WELCOMING YOUR FIRST MEETING WITH A BEFRIENDER VOLUNTEER

Once we find a volunteer who aligns well with your needs and interests, our befriending service manager will personally arrange for their first visit to your home. This initial meeting is a special opportunity for both of you to get acquainted.

It's a time to establish a mutual understanding of what your time together will involve, including the activities you might engage in, the frequency of visits, and any specific preferences or requirements you may have.

CHOOSING THE RIGHT VOLUNTEER FOR YOU

We understand the importance of a good match for a fulfilling and enjoyable experience. If, for any reason, you feel that the connection with your volunteer isn't quite right after the first visit or at any point later, we encourage you to inform us promptly.

It's important to remember that a match that doesn't feel right for you might also not be ideal for the volunteer. In such instances, we will make every effort to find a more suitable match. Please be assured that your honesty will not offend anyone. Open and honest communication is key to ensuring the best possible experience for everyone involved. At the same time, we uphold a strict policy against prejudice of any kind.

IS IT POSSIBLE TO RESCHEDULE TIME OF VISIT?

If there is a need to reschedule a visit from your volunteer, we ask that you inform us as soon as possible so that we can relay the message to the

volunteer on your behalf. The most efficient way to do this is by leaving a message on the mobile number provided to you at the start of our service.

Please note that for privacy and security reasons, direct contact details of the volunteers are not shared.

EXPLORING TASKS WITH YOUR VOLUNTEER BEFRIENDER

Our befriending service primarily focuses on providing companionship, but the possibilities for activities are diverse and flexible. You and your volunteer can engage in a variety of tasks, as long as both parties agree and safety is ensured. Many of our volunteers are tech-savvy and can assist you with internet searches to find services or information you need. They're often happy to accompany you for a leisurely walk, assisting with organising your bookshelf, or simply enjoying a shared hobby like crafting.

It's important to remember that our volunteers are not substitutes for professional help or trained to perform tasks requiring specific qualifications. Also, if a volunteer has a disability, it may limit certain activities they can perform. However, the benefits of this relationship are often mutual – you might find your volunteer is just as grateful for the opportunity to learn a new language or gain insights from your life experiences.

INFORMATION SHARING WITH YOUR BEFRIENDING VOLUNTEER

At Community Kindness To All, we ensure that our volunteers are well-prepared to provide the best possible companionship. To this end, they are given essential information to support their visits effectively and safely. This includes your date of birth, any relevant health and disability details, your support networks, and emergency contact information. Such information is crucial in various scenarios, such as:

Providing immediate assistance in case you fall ill or have an accident during their visit.

Offering vital details to emergency services if needed for your treatment.

Responding appropriately if they lose contact with you unexpectedly, especially if you miss a scheduled meeting.

Making necessary inquiries to ensure your safety and well-being if they sense you might need assistance.

Additionally, volunteers receive information about your interests, background, and expectations to foster a successful and enjoyable match. All volunteers are bound by an agreement to adhere to our Data Protection Policy, ensuring your personal information is handled with the utmost care and confidentiality. If you wish, a copy of this policy can be provided to you upon request.

