



**SHETLAND BEFRIENDING SCHEME**

**INTERNAL EVALUATION**

**CHILDREN AND YOUNG PEOPLE AT RISK  
SECTION**

**ASN CHILDREN AND YOUNG PEOPLE  
SECTION**

**JULY 2016**

## Key Findings

The Shetland Befriending Scheme is a well established service supporting a range of individuals throughout Shetland. It is managed by a Project Co-ordinator who line manages a team of 4 development workers (2 full time and 2 part time) to deliver the service Shetland wide.

This internal evaluation looked at 2 areas in the befriending service, the Children and Young People at Risk 7 to 15 year's section and the ASN Children and young people 7 to 18 years section.

Volunteers reported that they had had a very positive experience when applying to the scheme to become a befriender and the majority were very satisfied or completely satisfied with the initial training they received before getting matched to a young person. They also had a positive experience when going through the matching process, were happy with the on-going support provided and the majority, at the end of the match.

Referral Agents, parents and the one funder who responded felt that the Befriending Scheme was being delivered in a professional manner and that it was a valued service in the community.

Referring agents and parents/carers felt the service was one that was easy to find information about and the majority felt that referring young people was straightforward. The referring agents highlighted issues around the time it takes for young people to be matched with a volunteer, whilst being aware of the services issues around recruitment of volunteers to deliver the service. This aside all the referring agents who responded to this evaluation strongly agreed that they would refer again to support a young person.

Both the referring agents and the funder were confident that the scheme had procedures in place to recruit and select volunteer that were of sufficient quality.

The referral agents and the parents/carers reported that befriending was having a positive impact on the young person and that it helped in a positive way.

The scheme's focus will be to consider the key recommendations in this evaluation to ensure that the service continues to deliver a quality service. Staff and stakeholders have identified similar areas that need to be looked at. The main focus will be around the managing of matching lists and waiting times for a volunteer, volunteer recruitment, reviewing how training is delivered to new volunteers and reflecting on how endings in a match are managed.

Overall the feedback from those who have accessed the support, the young people, has been very positive, they have reported enjoying their time with their volunteer, undertaking a range of activities and they feel befriending has helped them in a positive way, which is what the service was/is set up to do.

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## **1. Shetland Befriending Scheme: Project Information**

### **a) Background and Current Status**

Voluntary Action Shetland (formally Shetland Council of Social Service) had been researching into the potential of a Befriending Scheme in Shetland since November 1998 as need for such a service became apparent through the Shetland Children's Panel. A Project Co-ordinator was appointed in June 2000 to develop the service, manage the scheme, its volunteers and the day to day running of the project and the aim was to recruit people who were able to build a relationship with a young person whom would benefit greatly from having a positive stable friendship with an adult.

The scheme has been in operation since June 2000 providing a quality service to young vulnerable people aged between 7 and 16. The Scheme provides one to one contact between a young person and a volunteer. Through involvement in a range of activities the aim is to provide a supportive relationship in which the young person's confidence and a sense of self worth can grow.

The success of the young person's scheme prompted the expansion of the project in April 2005 to include young adults between the ages of 16 and 25. It had been recognised that there was a need to support people in this age group and particularly those who are experiencing homelessness issues or who were potentially homeless.

The continued success of the scheme again prompted the expansion of the project in August 2008 to include children and young people between the ages of 7 and 15 years who have additional support needs, learning difficulties and/or a disability. It had been recognised that there was a need to support young people in this area in order to help support them in accessing mainstream activities in their local community.

Most recently, in August 2011 the scheme expanded again to include older members of the community namely those aged 60+ who still live in their own home and who would benefit from the input of a volunteer to help maintain independence, access local amenities and reduce social isolation which was identified as an issue for many in the Shetland community.

At the time of the evaluation, the scheme had 4 sections:

- Children and Young People at Risk (CYP) – 7 to 15 years
- Children and Young People with Additional Support Needs (ASN) – 7 18 years
- Young Adults (YA) – 16 to 25 years
- 60+ - 60 years and above

At the time of the internal evaluation the scheme had the following volunteers:

| Section    | Status       | Number    | Meeting demand for service |
|------------|--------------|-----------|----------------------------|
| 60+        | matched      | 29        | 75%                        |
| 60+        | On hold      | 7         | -                          |
| CYP        | matched      | 12        | 77%                        |
| ASN        | matched      | 4         | 59%                        |
| YA         | matches      | 8         | 75%                        |
| CYP/ASN/YA | On hold      | 7         | -                          |
|            | <b>Total</b> | <b>67</b> |                            |

As a further development the scheme is currently recording need/demand for befriending services for those aged 25 to 59 years.

For this internal evaluation, it will be looking at two out of the four sections:

- Children and Young People at Risk – 7 to 15 years
- Children and Young People with ASN – 7 to 18 years

## **b) Aims and Outcomes**

Whilst the scheme as a whole is all about supporting someone to bring about positive change, to enhance their skills, and support them to engage within their local community, of the two sections this internal evaluation is looking at, they have their own specific outcomes:

### Children and Young People at Risk

The aim of the scheme and ultimately befriending is to enhance the quality of a young person's life by supporting and promoting his/her welfare, personal development and capacity for self-determination.

Objectives:

- Develop a greater degree of self confidence, self esteem and emotional growth
- Develop greater capacity to make use of their own personal resources
- Develop greater capacity to form and maintain positive relationships with others
- Develop a greater degree of feelings of achievement
- Develop their current skills and abilities and experience new activities

## Children and Young People with ASN

To support the young persons with identified additional support needs aged between 7 and 18 who will benefit from the input of a volunteer on a one to one basis or with the presence of a carer when deemed necessary.

### Objectives

- To support the young person in the process of achieving the long-term educational objectives identified in their Co-ordinated support plan
- To enable the young person to increase their ability to take part more regularly in mainstream activities in the community
- To build on the young person's current skills and abilities through accessing activities
- Increase the ability for the young person to gain a sense of independence
- To support the young person during a particular transition in their lives and increase their ability to make positive informed choices

### **c) Profile and Recognition**

The Shetland Befriending Scheme has been in place since 2000 and is a well recognised service locally. The service works in a multi agency capacity in line with GIRFEC and SHANARRI outcomes for the young people and in the Understanding U process for those aged 16 and above.

The service is a member of Befriending Networks and has had in place the following quality assurance standards:

- Approved Provider Standards – 2006 to 2009 (*3 sections: CYP/ASN/YA*)
- Approved Provider Standards Re-accreditation - 2009 to 2012 (*3 sections: CYP/ASN/YA*)
- Quality in Befriending (QiB)– 2013 to 2016 (*3 sections: CYP/ASN/YA*)
- Quality in Befriending (QiB) Re-accreditation – 2016 to 2019 (*2 sections: CYP/ASN*)
- Volunteer Friendly Award – 2013 to 2016 (*whole service*)
- Volunteer Friendly Award Re-accreditation – 2016 to 2019 (*whole service*)

Three external evaluations have been conducted by Befriending Networks (2003, 2007 and 2010) and have found the service to be well organised and supported by all stakeholders.

### **d) Staff and Management**

The scheme is governed by Voluntary Action Shetland and the Executive Officer line manages the part-time Project Co-ordinator.

The Project Co-ordinator has overall management responsibility for the 4 sections within the scheme and line manages 2 part-time (YA and C&YP) and 2 full-time (ASN and 60+) development workers.

## 2. The Evaluation

### a) Purpose

The purpose for this internal evaluation was:

- To bring evaluation up to date as the last one undertaken was in December 2010
- To provide evidence to potential funders to attract funding streams
- To undertake an in house health check to identify weak areas of practice that may require improvement
- To check aspect of delivery of service against the standards required in QiB

### b) Methodology

The evaluation consisted of surveys designed to meet the evaluation purpose described above. The surveys looked at the scheme's practice and how they viewed it, the impact on the young person accessing the service and the volunteer's experience of the service.

The internal evaluation sought to gather information from a range of people involved in the scheme. Volunteers, Funders, Referral Agents and staff completed an online survey monkey, parents/carers were sent questionnaires through the post and a staff member met with the young person and completed a questionnaire.

- 32 Volunteers (13 responded) – 41% return
- 14 parents/Carers (3 questionnaires returned) – 21% return
- 16 Young people (14 questionnaires completed) – 88% return
- 36 Referral agents (5 responded) – 14% return
- 5 Funders (1 responded) – 20% return
- 3 staff members (3 responded) – 100% return

### 3. Results: Volunteers Experience of the scheme

13 volunteers responded to the survey monkey request and the results are below:

|  |                         |                          |                 |                      |     |
|--|-------------------------|--------------------------|-----------------|----------------------|-----|
| <b>1. How long have you been a volunteer befriender with the Shetland Befriending Scheme?</b>  |                         |                          |                 |                      |     |
| Less than 6 months   | Between 6 and 12 months | Between 12 and 24 months | 2 years or more |                      |     |
| 4  | 0                       | 4                        | 5               |                      |     |
| <b>2. How would you rate your experience of applying to become a volunteer with the scheme?</b>  |                         |                          |                 |                      |     |
| Poor   | Fair                    | Good                     | Very Good       | Excellent            |     |
| 0  | 0                       | 2                        | 5               | 6                    |     |
| <b>3. How satisfied were you with the initial training you received from the scheme before you were matched?</b>   |                         |                          |                 |                      |     |
| Not at all satisfied   | Slightly satisfied      | Moderately satisfied     | Very satisfied  | Completely satisfied |     |
| 0  | 0                       | 2                        | 4               | 7                    |     |
| <b>4. How would you rate your experience of the matching process between you and the young person you were/are matched with?</b>   |                         |                          |                 |                      |     |
| Poor   | Fair                    | Good                     | Very Good       | Excellent            |     |
| 0  | 0                       | 3                        | 4               | 6                    |     |
| <b>5. How would you rate your on-going support and supervision from scheme staff when you have been matched?</b>   |                         |                          |                 |                      |     |
| Poor   | Fair                    | Good                     | Very Good       | Excellent            |     |
| 0  | 0                       | 2                        | 5               | 6                    |     |
| <b>6. If you have been through an ending process with the young person you have been matched with, how satisfied were you with the support you received from scheme staff at this stage?</b> |                         |                          |                 |                      |     |
| Not at all satisfied   | Slightly satisfied      | Moderately satisfied     | Very satisfied  | Completely satisfied | N/A |
| 0  | 0                       | 1                        | 4               | 2                    | 6   |

**7. If you have attended any of the scheme's group activities on offer with the young person you have been matched with how would you rate your experience of the activity?**

|      |      |      |           |           |     |
|------|------|------|-----------|-----------|-----|
| Poor | Fair | Good | Very Good | Excellent | N/A |
| 0    | 0    | 1    | 2         | 5         | 5   |

**8. What is your best memory of your volunteering experience with the scheme?**

- There have been so many! With my first befriender, when she asked me how I was and started a conversation, that was a real turning point
- Seeing the delight on the person's face when completing their goal, makes it all worthwhile
- Building a relationship with a very vulnerable person
- Playing badminton. I really didn't want to do this as I haven't played for about 30 years, but I loved it
- The young person stating during one outing that "this is the best day ever" which was of course fantastic to hear
- Seeing positive changes in the young person I was matched with
- Meeting and interacting with great people, as well as the challenges faced when befriending
- Just see my young person grow in confidence
- Great and very informative training sessions.
- Going to Trondra farm
- Enjoying an evening at the music night and the person I worked with really enjoying it.
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**9. If you had the chance to do your volunteering all over again with the scheme, what would you change?**

- I'm still a volunteer!
- Nothing, I feel the support given and the matching's I have had are/have been fantastic
- Nothing
- It was a long wait to do my training, but I guess they need a certain number of volunteers to do this with
- If time allows with the match and it's something they feel they would like to do would be to keep a diary with the young person so they can look back to remind themselves of the experiences they had

- Very little
- Perhaps a more integrated meeting process before a match is finalised
- Nothing, completely satisfied with the scheme
- Nothing
- Nothing!
- not to be afraid of admitting that a match isn't really working
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**10. Please provide us with a final comment regarding your volunteering experience with the Shetland Befriending Scheme. Thank You!**

- The scheme is brilliant and I've been really fortunate to see how much young and older people get out of it
- The SBS is a top class group, and they give excellent support and mentoring. If I had any questions they answered these promptly and efficiently
- A very enjoyable and rewarding experience, supported by a dedicated and professional staff
- It's brilliant to be given the opportunity to give something back to the community
- Very thankful that this scheme exists to support young people that because of their circumstances would perhaps never get the chance to enjoy some simple and fun activities. Great to be able to bring real joy and positivity to a person, be a role model they can trust and escape from the circumstances that are in be it perhaps only for short times. Great scheme keep up the good work !! 😊
- Hoping to shortly start a new match
- The dedicated team make the Shetland Befriending Scheme a worthwhile and gratifying experience to undertake
- I would recommend it to anyone as you get a lot of support before and during
- It has been really enjoyable and i would recommend it to anyone
- I love it and it's great to help others and make a difference to people's lives.
- Really good scheme and best training.
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**4. Results: Referral Agents Experience of the scheme**

5 referral agents responded to the survey monkey request and the results are below:

| <b>1. I have found Shetland Befriending Scheme an easy project to find out about</b> |       |          |                   |
|--|-------|----------|-------------------|
| Strongly agree   | Agree | Disagree | Strongly disagree |
| 5  | 0     | 0        | 0                 |

|   |       |          |                   |  |
|---|-------|----------|-------------------|--|
| <b>2. I have found Shetland Befriending Scheme staff to work in a professional manner</b>   |       |          |                   |  |
| Strongly agree  | Agree | Disagree | Strongly disagree |  |
| 5   | 0     | 0        | 0                 |  |
| <b>3. I am confident that the scheme's procedures in recruiting and selecting volunteers are of sufficient quality</b>  |       |          |                   |  |
| Strongly agree  | Agree | Disagree | Strongly disagree | Unable to comment                                |
| 3   | 2     |          |                   |  |
| <b>4. I have found the process of referring young people/young adults to the scheme to be straight forward</b>  |       |          |                   |  |
| Strongly agree  | Agree | Disagree | Strongly disagree |  |
| 5   | 0     | 0        | 0                 |  |
| <b>5. The scheme found a volunteer to be matched to the young person I referred within a reasonable timescale</b>   |       |          |                   |  |
| Strongly agree  | Agree | Disagree | Strongly disagree | The young person/young adult did not get matched |
| 2   | 1     | 2        |                   |  |
| Comments: <ul style="list-style-type: none"> <li>➤ Sometimes it is faster than others. We had one young person wait over 2 years. I think there was a shortage of volunteers at that time</li> <li>➤ There weren't enough male volunteers so it was a very long wait and the young person withdrew</li> </ul> |       |          |                   |  |
| <b>6. I am given the right level of information/feedback about matched young people/young adults at regular intervals</b>   |       |          |                   |  |
| Strongly agree  | Agree | Disagree | Strongly disagree |  |
| 3   | 1     | 1        | 0                 |  |

|   |       |          |                   |     |
|---|-------|----------|-------------------|-----|
| <b>7. I am given the opportunity to provide feedback to the scheme at regular intervals</b>   |       |          |                   |     |
| Strongly agree  | Agree | Disagree | Strongly disagree |     |
| 2   | 3     | 0        | 0                 |     |
| <b>8. Befriending provision has had a positive impact on the young person/young adult I referred</b>  |       |          |                   |     |
| Strongly agree  | Agree | Disagree | Strongly disagree | N/A |
| 3   | 2     | 0        | 0                 | 0   |
| <b>9. I would refer again to the scheme to help support another young person/young adult</b>  |       |          |                   |     |
| Strongly agree  | Agree | Disagree | Strongly Disagree |     |
| 5   | 0     | 0        | 0                 |     |
| <b>10. Please provide an overall comment about the Shetland Befriending Scheme, Thank You!</b>  |       |          |                   |     |
| Comments: <ul style="list-style-type: none"> <li>➤ Really useful and essential addition to services in Shetland</li> <li>➤ Befriending provides an invaluable service. Some of our most disadvantaged children have the chance to experience activities that they would never be able to with their families. Living rurally this can present a challenge to some families and befriending can greatly assist with the child's opportunities. The Scottish Govt are trying to find ways to bridge the attainment gap at present and this type of intervention can be hugely beneficial to children - showing them positive destinations and extending their experience.</li> <li>➤ No comment</li> <li>➤ A huge thank you to all involved for providing this valuable service.,</li> <li>➤ It's a great and very needed service.</li> </ul> |       |          |                   |     |

## 5. Results: Funders Experience of the scheme

1 funder responded to the survey monkey request and the results are below:

|   |       |          |                   |                |
|---|-------|----------|-------------------|----------------|
| <b>1. I have found Shetland Befriending Scheme staff and volunteers to work in a professional manner</b>                                |       |          |                   |                |
| Strongly agree  | Agree | Disagree | Strongly disagree | Cannot comment |
| 0   | 1     | 0        | 0                 | 0              |
| <b>2. I am confident that Shetland Befriending Scheme's procedures in recruiting and selecting volunteers are of sufficient quality</b> |       |          |                   |                |
| Strongly agree  | Agree | Disagree | Strongly disagree | Cannot comment |
| 0   | 1     | 0        | 0                 | 0              |
| <b>3. I have been satisfied with the quality of information provided at key reporting times</b>   |       |          |                   |                |
| Strongly agree  | Agree | Disagree | Strongly disagree | Cannot comment |
| 0   | 1     | 0        | 0                 | 0              |
| <b>4. The Shetland Befriending Scheme is governed and managed well</b>  |       |          |                   |                |
| Strongly agree  | Agree | Disagree | Strongly disagree | Cannot comment |
| 1   | 0     | 0        | 0                 | 0              |
| <b>5. The Shetland Befriending Scheme provides a quality service that is valued in the Shetland community</b>                           |       |          |                   |                |
| Strongly agree  | Agree | Disagree | Strongly disagree | Cannot comment |
| 0   | 1     | 0        | 0                 | 0              |
| <b>6. Please provide an overall comment about the Shetland Befriending Scheme, Thank You!</b>   |       |          |                   |                |
| Comments:   |       |          |                   |                |
| ➤ Important service, good level of voluntary input  |       |          |                   |                |

## 6. Results: Staff Experience of the scheme

3 staff members responded to the survey monkey request and the results are below:

|   |               |         |               |      |
|---|---------------|---------|---------------|------|
| <b>1. How would you rate the scheme's process of recruiting and assessing volunteers?</b>                                   |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 1   | 2             | 0       | 0             | 0    |
| <b>2. How would you rate the scheme's volunteer initial training programme to prepare them for their volunteering role?</b> |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 0   | 3             | 0       | 0             | 0    |
| <b>3. How would you rate the scheme's processes of accepting referrals and managing matching lists?</b>                     |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 1   | 2             | 0       | 0             | 0    |
| <b>4. How would you rate the scheme's matching process between a young person/young adult and a volunteer?</b>              |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 1   | 2             | 0       | 0             | 0    |
| <b>5. How good are the scheme's processes of assessing "risk" within a befriending match?</b>                               |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 0   | 3             | 0       | 0             | 0    |
| <b>6. How would you rate the scheme's ongoing support and review processes with volunteers and young people/adults?</b>     |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 3   | 0             | 0       | 0             | 0    |
| <b>7. How would you rate the scheme's processes and support provided at the end of befriending matches?</b>                 |               |         |               |      |
| Excellent   | Above Average | Average | Below Average | Poor |
| 1   | 2             | 0       | 0             | 0    |

**8. Are there any areas within the befriending scheme where you would like to see improved and if so what areas are these? Please choose all that apply.**

2 answered and 1 skipped

- Accepting referrals - 0
- Managing matching lists – 1
- Volunteer Recruitment – 1
- Volunteer Initial Training – 0
- Matching processes – 0
- Ongoing support/supervision for volunteers – 0
- Reviews for young people/young adults – 0
- Ending processes – 1
- Risk Management – 0
- Other – *Volunteer Recruitment*

**9. If you have any other comments regarding the scheme please put them here, thank you.**

None

## **7. Results: Young People's Experience of the scheme**

14 young people completed the questionnaire and the results are below:

### **1. How often do you meet up with your volunteer?**

- Sometimes
- Every fortnight
- Every two weeks for an hour and a bit
- Every two weeks, a couple of hours
- Every 2 weeks
- Every time he is available, Lots
- Not sure
- 2 meetings in a month
- Every 2 weeks
- Quite often, twice a month
- 2 times a month
- Every 2<sup>nd</sup> Saturday
- Quite often – two or three times a month
- Sometimes, Was 2 weeks now monthly

## **2. What activities do you do with your volunteer?**

- Eating ice cream and Chinese
- Badminton, squash, trips out to the woods, going for lunch or tea
- Range – films, walk, rock pools, food
- Go out to cafes, been to the pictures, go out of town and lots of other things
- Table tennis, football, bowling, play pool, squash
- Golf, sports at clickimin, museums, bacon rolls at the cafe
- Beach, swimming, park, museum
- Going to the forest, badminton, swimming, metal detector, geo cashing
- Going to cafes, baking, getting nails done
- Watching films, out for tea, museum, table tennis, beach
- Loads – badminton, cinema, baking, geocaching
- Go out for car runs, charity shops, go out for food, visit to Eshanness
- Swimming, museum, library, board games, play pool
- Music

## **3. What is your best memory with your volunteer and why does this stand out?**

- Ice cream! It was my favourite!
- My best memory is going to Kergord and going on the rope swing then we went to bonhoga for lunch
- Rock pooling, looking out to sea and speaking, unique moment!
- Had to be Monday – went to the new cafe in Scalloway and I'd not been there before. It had nice cake! And it does evening meals at the weekend
- Football – I'm really good at it
- Everyone has been good
- Play park cos it was fun!
- When we went to badminton, it was fun and it wore me out!
- Going to get our nails done because I've never done it before
- Going to Mr T's for food because I had a big Pizza
- Going to the cinema – never seen the Jungle Book before, and geocaching – it was fun trying to find the hidden caches
- Meeting her for the first time – I got to see her personally and what she looked like
- Swimming – lots of fun!
- Singing is favourite thing, I've done this with my volunteer

## **4. Imagine you were describing the befriending scheme to another young person?**

- No comment – too hard to answer
- I would say that its very fun and supportive, so there's no need to be nervous
- Full of friendly people – don't be nervous!
- You have lots of fun – gets you out the house and gets you more independent, don't worry and just do it

- It's not scary, it's fun. You do activities with your volunteer
- Kind adults who take time out and do stuff with you
- I get excited when I go out with my volunteer, it's fun
- It's fun, you get to go to places and you get a meal or snack afterwards
- I would explain how it works
- It's a fun thing you do fortnightly. You can find out more about who you are with
- A person who takes you out places and you'll really enjoy it. They'll let you choose what you want to do, so you don't need to do something you don't want to
- You meet every fortnight. You do different things. It's really good fun, You can do most things that you want to do
- It's good fun!
- It's fun, tell mum it's fun and can go home afterwards

**5. Befriending has been a helped me in a positive way (please circle 1 below)**

| Strongly Agree | Agree | Disagree | Strongly Disagree |
|----------------|-------|----------|-------------------|
| 6              | 6     | 0        | 0                 |

One young person ranked: In the middle between agree and disagree

One young person chose to answer: Coming out with my volunteer has been good and helpful

**6. If you were to do it all over again what would you change?**

- More meetings
- Nothing
- No
- Wouldn't really change anything!
- More new activities to learn new skills
- Nothing. Amazing so far
- Nothing
- Nothing
- Nothing
- Not sure
- Have it for a longer period of time (longer than 6 months)
- Nothing – it's been really fun
- Nothing
- No

**7. Any other comments about your experience:**

- I'm happy with everything!
- No
- If I could do it even more, I definitely would.
- No

- It's very fun
- No
- It's been really enjoyable
- My volunteer is a lovely person – she's so nice!
- No
- Have a good time

**8. Results: Parent's Experience of the scheme**

3 parents/carers completed the questionnaire and the results are below:

|  |       |          |                   |
|--|-------|----------|-------------------|
| <b>1. I have found Shetland Befriending Scheme an easy project to find out about</b>                           |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 1  | 2     | 0        | 0                 |
| <b>2. I have found the process of referring my child to Shetland Befriending Scheme to be straight forward</b> |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 0  | 2     | 1        | 0                 |
| <b>3. I have found Shetland Befriending Scheme staff to work in a professional manner</b>                      |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 1  | 2     | 0        | 0                 |
| <b>4. I have found the Shetland Befriending Scheme volunteers to work in professional manner</b>               |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 1  | 2     | 0        | 0                 |
| <b>5. The matching process which linked my child with a volunteer was handled well</b>                         |       |          |                   |
| Comment: N/A was not involved in any of the process  |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 2  | 0     | 0        | 0                 |

|  |       |          |                   |
|--|-------|----------|-------------------|
| <b>6. I am confident that Shetland Befriending Scheme procedures in recruiting and selecting volunteers are of sufficient quality</b>  |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 1  | 2     | 0        | 0                 |
| <b>7. Befriending had had a positive impact on my child</b>  |       |          |                   |
| Strongly Agree   | Agree | Disagree | Strongly Disagree |
| 1  | 2     | 0        | 0                 |
| <b>Any other comments:</b>   |       |          |                   |
| <ul style="list-style-type: none"> <li>➤ My child seems to enjoy activities with his befriender. Child says: my friend is nice and plays good games with me</li> <li>➤ Many thanks for running this organisation. In my opinion it brings a lot of brightness in child's life, especially when there is no a lot of adults around</li> </ul> |       |          |                   |

## 9. Conclusions

Volunteers (new and experienced) feedback has been relatively positive regarding a range of areas in befriending. They felt they had a positive experience when applying to the scheme, they felt supported at the matching process stage, and throughout their match and enjoyed the group activities on offer for those who attended. There was some variation on how satisfied they were with the initial training they received with also a comment about the lengthy waiting time before a volunteer could access the group training. One volunteer had been moderately satisfied with the support provided at the ending stage and there was a suggestion of introducing an integrated meeting before a match ends.

Referral agents felt that the scheme was an easy project to find out about; they found the staff to work in a professional manner, were confident in the scheme's procedures in recruiting and selecting quality volunteers and they found the process of referring young people to the scheme to be straight forward. They felt that at times the service was not able to match young people in a timely manner; sometimes it was faster than others with one young person having a wait of over 2 years. There was an acknowledgement that volunteer recruitment could have been an issue, particularly if the young person wanted a male volunteer, to which at that time was not available so the young person withdrew.

The one funder who responded, they also felt that staff worked in a professional manner and were confident in the scheme's procedures in recruiting and selecting quality

volunteers. They were satisfied with the quality of information provided a key reporting times and strongly agreed that the scheme was governed and managed well. They also felt that the scheme provides a quality service that is valued in the Shetland community with a good level of voluntary input.

Staff at the befriending scheme felt that the scheme was doing really well in the recruiting and assessing of new volunteers, they felt they were above average in volunteer preparation stage in line with the volunteer initial training and felt they were managing matching lists and the accepting of referrals well. They also felt they were doing well with the matching process between a young person and a volunteer, at assessing risk within a befriending match and providing ongoing support. They also felt they were doing well at supporting a match through the ending process. Interestingly the areas staff felt the need to improve on were managing matching lists, volunteer recruitment and ending processes to which, in some cases, correlates to some of the issues the volunteers and referral agents have raised within this evaluation.

Parents felt that the project was an easy service to find out about and found the staff and volunteers to work in a professional manner. The majority felt that the matching process to link their child to a volunteer was handled well, with 1 parent feeling they were not involved in any of the process. Parents were confident in the scheme's procedures in recruiting and selecting volunteers that are of sufficient quality and the majority of them found the process of referring their child to the service to be straight forward.

Of the young people who completed their feedback questionnaire, all were clear that they met with their volunteer on a regular basis with the majority of them being aware that contact was every 2 weeks. A whole range of activities have been undertaken by the young person with their volunteer, from visiting places of interest, going to the play park, getting involved in a sports activity, to going out for food (and ice cream!), to getting nails done, attending the cinema and singing! All had a best memory that they could reflect on and were happy to describe befriending to another young person who was nervous about the idea of it, as a positive thing to get involved in; that befriending was fun, volunteer's are friendly and that you get to go out to do fun activities. 12 out of the 14 young people agreed or strongly agreed that befriending had helped them in a positive way. 1 young person felt that befriending had been good and helpful and 1 was in between agreeing and disagreeing if befriending had helped them.

## 10. Recommendations

Based on the outcome of this internal evaluation, it is recommended that the scheme staff team consider the following items:

- **Volunteer Initial Training** - Staff to consider their current volunteer initial training model and if staff time allows offer 1:1/pairs/small group training to ensure potential volunteers do not have a lengthy wait to access their training
- **Volunteer Initial Training** - Staff to review volunteer initial training programme and last 3 group training feedback collations to identify areas for improvement
- **Ending Process** - Staff to consider current ending process and review practice in line with Befriending Network code of conduct
- **Managing matching List Waiting Times** - Staff to review matching process procedure and considering matching list waiting times with regular updates to those waiting to ensure they are kept up to date
- **Volunteer Recruitment** - Staff to review volunteer recruitment campaigns, consider other ways to attract volunteers to come forward, particularly male volunteers to meet need/demand